

### SIEMENS HEALTHINEERS POPULATION HEALTH WITH IBM PHYTEL CLOUD SERVICES

This Service Description for Siemens Healthineers Population Health with IBM Phytel Cloud Services describes the Cloud Services Offering provided by Siemens Healthineers to Client. Client means the company and its authorized users and recipients of the Cloud Services. The applicable Quotation identifies the specific Cloud Service and quantities selected by the Client. The terms and conditions governing this Service Description are set forth in the applicable Siemens Healthineers Population Health with IBM Phytel Cloud Services Terms of Use.

#### 1. Cloud Service

The Cloud Services are a collection of integrated cloud-based subscription offerings designed to help healthcare providers improve the quality and long-term outcome of patient care. Once implementation services have been completed, the Cloud Services provide enhanced insights to patients' clinical status from healthcare information systems (practice management systems, electronic medical/health records) and enables provider-led intervention and engagement of patient populations, from preventive wellness through disease management.

Each cloud-based service automates a separate care management process, such as patient engagement, quality reporting, care coordination, discharge follow-up and patient self-management.

#### 2.1 Phytel Core Services

##### 2.1.1 IBM Phytel Outreach

Phytel Outreach collects information from practice management systems and electronic medical records in order to identify gaps in care (based on guidelines chosen by Client) and sends automated messages to the patients to help reduce gaps in care. It identifies patients who need recommended care and initiates customizable notifications regarding visits, tests, procedures or other follow-up care.

##### 2.1.2 IBM Phytel Remind

Phytel Remind integrates data from practice management systems to provide automated, customizable appointment reminders and confirmations. Reports include real-time details about the status of scheduled appointments and the progress of communications.

##### 2.1.3 IBM Phytel Coordinate

Phytel Coordinate integrates practice management and clinical data to allow for the creation of custom patient cohorts. The patients in these cohorts may be identified because of their need for pre-visit preparation, a specific campaign message, or both. For patient campaigning, the solution delivers automated messages to patients. The data, which includes patient care plans and clinical trending data, allow care managers and coordinators to effectively prepare for follow-up patient visits.

##### 2.1.4 IBM Phytel Patient Engagement

Phytel Patient Engagement uses intelligent, automated technology to help healthcare organizations reach their entire population and motivate patients to participate in their own care. By integrating healthcare data with a powerful evidence-based protocol engine, clients can set up communication tools that automate the process so that care managers can devote themselves to the patients who need the most attention.

##### 2.1.5 IBM Phytel Transition

Phytel Transition takes a list of patients discharged from a hospital or emergency room, and sends an automated assessment to each patient. The assessment questions are customizable but generally include asking about how they are feeling, if they have questions on medications, if they have scheduled a follow-up, and if they have other questions. Depending on the response, the patient may be placed on a follow-up list. During the setup phase, the Client chooses which questions trigger the follow-up list.

#### 2.2 Additional Services

##### 2.2.1 Phytel Risk Manager

Phytel Risk Manager streamlines the tracking and reporting of the Centers for Medicare and Medicaid Services (CMS) Hierarchical Condition Category (HCC) coding. It delivers risk scores and coding specifics for each patient, highlighting HCC codes already documented, and those still pending. Providers can document more accurately during each visit, with fewer gaps to capture during post-visit review.

a. **Phytel Risk Manager for Coordinate**

Phytel Risk Manager for Coordinate is an optional add-on subscription for Phytel Coordinate. Setup of this add-on is required.

b. **Phytel Risk Manager for Outreach**

Phytel Risk Manager for Outreach is an optional add-on subscription for Phytel Outreach. Setup of this add-on is required.

**2.2.2 Phytel Engage Training Environment**

A monthly subscription service which provides an instance of an Phytel Engage environment, not including patient personal or sensitive personal information (PI, SPI), to enable train-the-trainer programs for the Phytel Engage solution.

**2.3 Pay Per Use Service**

**2.3.1 Phytel Care Management GPRO Report**

An optional pay-per-use (on demand) add on for Phytel Coordinate. This offering delivers a curated data set from the IBM Phytel system, in electronic form, that supports reporting for the Centers for Medicare and Medicaid Services (CMS) Physician Quality Reporting System (PQRS) Group Practice Reporting Option (GPRO).

**2.4 Setup Services**

**2.4.1 Additional Providers**

The following setup services enable incremental Health Care Providers to be provisioned for the corresponding Cloud Services:

- Phytel Outreach Additional Provider On-Demand Setup
- Phytel Risk Manager for Outreach Additional Provider On-Demand Setup
- Phytel Remind Additional Provider On-Demand Setup
- Phytel Patient Engagement Additional Provider On-Demand Setup
- Phytel Risk Manager for Patient Engagement Additional Provider On-Demand Setup