Oracle Health Immunization Management Cloud Service

Service Descriptions and Metrics

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METRIC DEFINITIONS

1,000 Appointments – Pooled Capacity

Oracle Health Immunization Management Cloud Service is licensed in increments of 1,000 Appointments, where a quantity of one (1) "1,000 Appointments" is equal to 1,000 total Appointments.

"1,000 Appointments – Pooled Capacity" means the quantity of Appointments purchased will be made available as a pool of Appointments which may be used during the term of the Services Period. Each Appointment used is deducted from the available pool of Appointments. Appointments are "used" when Appointments are processed on the Cloud Service.

Customer

Customer is defined as the customer entity specified on Your order.

Instance

Instance is defined as single deployment of the application. For details of deployment specific to the application, please refer to these service descriptions/entitlements.

GLOSSARY

Non-Production Environment

Non-Production Environment is defined as the environment, provided to You as part of the Cloud Service, that is specifically sized and designed for testing, development, or training purposes. The Non-Production Environment may not be used for production purposes, for performance or stress testing, or for any other purpose not expressly specified in the preceding sentence.

Production Environment

Production Environment is defined as the environment, provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for the Cloud Service.

Appointment

"Appointment" is defined as a date and time, either pre-scheduled or walk in, created or entered in the Cloud Service, for an individual to be evaluated or treated by a healthcare professional. An "Appointment" with the status of "processed" will count against the Appointment metric, regardless of the outcome of the appointment. An "Appointment" with a status other than "processed"will not count against the Appointment metric.

SERVICE DESCRIPTIONS

Oracle Health Immunization Management Cloud Service – Instance

Part #: B95606

Modules and Features

Users of this Oracle Cloud Service are authorized to access the following modules or features:

- System Administration
- Patient Registration
- Location Management

Usage Limits

Your use of this Oracle Cloud Service is subject to usage limits based on the quantity of Instances defined in Your order.

One Instance of this Oracle Cloud Service includes one (1) Production Environment and, if requested by You, one (1) Non-Production Environment.

Disaster Recovery and Target Service Availability

As described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
2 weeks	1 hour	96%

The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies

Except as otherwise provided herein, this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document,* which may be viewed at www.oracle.com/contracts.

Oracle Health Management System Cloud Service, Additional Non-Production Environment – Instance

Part #: B95607

Modules and Features

Users of this Oracle Cloud Service are authorized to access the following modules or features:

- System Administration
- Patient Registration
- Location Management

If You purchase Oracle Immunization Management Cloud Service (Part # B95609), then Your Users of this Oracle Cloud Service are also authorized to access the following modules or features of the Oracle Immunization Management Cloud Service:

- Location appointment schedule management
- Patient appointment scheduling
- Walk-in patient appointment
- Procedure processing
- Check in patient
- Patient queue

Pre-Requisities

Oracle Health Immunization Management Cloud Service (Part # B95606) is a prerequisite for this Oracle Cloud Service.

Usage Limits

Your use of this Oracle Cloud Serviceis subject to usage limits based on:

- The quantity of Instances defined in Your order.
- The usage limits for Oracle Health Immunization Management Cloud Services – Instance.
- Certain programs and optional services, such as Third Party Content and Third Party Services, may not run in the Additional Non-Production Environment.
- The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for the Production Environment.

Disaster Recovery and Target Service Availability

Disaster Recovery and the Target Service Availability Level are not applicable to the Additional Non-Production Environment.

Oracle Cloud Policies

Except as otherwise provided herein, the Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document,* which may be viewed at www.oracle.com/contracts.

Oracle Health Immunization Management Cloud Service Enhanced Disaster Recovery

Part #: B95608

This Oracle Cloud Service is an enhanced disaster recovery service.

Usage Limits

Your use of this Oracle Cloud Service is subject to the following:

- This Oracle Cloud Service is for Production Instances only

Disaster Recovery and Target Service Availability

As described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
2 hours	1 hour	96%

The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies

Except as otherwise provided herein, this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document,* which may be viewed at www.oracle.com/contracts.

Oracle Immunization Management Cloud Service – 1,000 Appointments

Part #: B95609

Modules and Features

Users of this Oracle Cloud Service are authorized to access the following modules or features:

- Location appointment schedule management
- Patient appointment scheduling
- Walk-in patient appointment
- Procedure processing
- Check in patient

Pre-Requisities

Oracle Health Immunization Management Cloud Service (Part #B95606) is a prerequisite for this Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- The quantity of Appointments defined in Your order.
- The usage limits for Oracle Health Immunization Management Cloud Services – Instance.

If the quantity of Appointments with the status of "processed" " exceeds the quantity of Appointments defined in Your order for the applicable Services Period, You will be required to place an expansion order for additional quantities of this Cloud Service.

Disaster Recovery and Service Availability

The Disaster Recovery and Target Service Availability Level for this Oracle Cloud Service are as set forth in the service descriptions for Oracle Health Immunization Management Cloud Service – Instance.

Third Party Content and Third Party Services

At Your option, and subject to the terms for third party content and third party services in Your agreement with Oracle and the terms set forth below, You may integrate the following third party content and/or third party services with this Oracle Cloud Service:

- SMART® Health Cards
- CommonPass

Oracle does not control, monitor, or correct, is not responsible for, and does not warrant or assume any liability for, any third party websites, platforms, content, products, services and/or information ("third party services") that Oracle Cloud Services may enable You to link to, transfer content to, or otherwise access. You are solely responsible for complying with the terms of access and use of such third party services, and if Oracle accesses or uses any third party services on Your behalf to facilitate performance of Oracle Cloud Services, You are solely responsible for ensuring that such

access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. You are solely responsible for support and maintenance of Third Party Content and Third Party Services.

Oracle Cloud Policies

Except as otherwise specified herein, this Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document,* which may be viewed at www.oracle.com/contracts.

Your Responsibilities

- Remaining solely responsible for Your regulatory compliance in connection with Your use of this Oracle Cloud Service.

- Requesting a Non-Production Environment, if required by You;

- Performing user management (e.g., authorization and management of User accounts) for Your Users;

- Managing and overseeing any of Your third-party vendors or suppliers (e.g., lab vendors, external partners, Your subcontractors, etc.);

- Coordinating Your third party integration configuration activities with Oracle.

- Ensuring that all Users of this Oracle Cloud Service are trained by You prior to accessing this Cloud Service;

- Providing first line support to Your Users of this Oracle Cloud Service. Your first line support contact may use standard Oracle Cloud Support as described in the *Oracle Cloud Hosting and Delivery Policies*.