Costs and Limitations

Capability	Description of capability	Types of Costs or Fees to be paid by a provider for the capability	Additional Types of Costs or Fees Additional types of costs or fees that a user may be required to pay to purchase, license, implement, maintain, upgrade, use, or otherwise enable and support the use of:		Limitations (Contractual / Business Practices) Limitations of a contractual nature (including developer policies and other business practices) that a user may encounter:		Limitations (Technical / Practical) Limitations of a technical, technological or practical nature that a user may encounter that could:	
			> the capability.	> any data generated in the course of using the capability.	> in the implementation or use of the capability.	> in connection with the data generated in the course of using the capability.	> prevent or impair the successful implementation, configuration, customization, maintenance, support, or use of the capability.	> prevent or limit the use, exchange, or portability of any data generated in the course of using the capability
Direct messaging functionality (including transitions of care, discharge summaries, and clinical messaging functionality). [Relevant certification criteria: §§ 170.314(b)(1) and (2), h(1)-(3).]	This functionality allows users to send and receive Direct-based messages to/from other users of certified health IT systems. Our Direct offerings support related Meaningful Use and ONC requirements for sending and receiving transitions of care summary documents. Our Direct capabilities include access to a Health Internet Service Provider (HISP) application called Kno2 in order to facilitate message exchange. See limitations and additional types of costs that may apply in the use of Kno2.	Annual licensing and subscription fee included in base service agreement.	Base licensing and subscription fee includes 1 user account with the Kno2 product. Additional accounts can be licensed under an additional subscription fee on a per user basis. A one-time setup fee will be charged to create the first account. Additional accounts will incur no setup fees. There are no transaction fees for each transition of care summary sent or received via the Kno2 product.	Storage and archiving of Direct messages on Kno2's hosted, HIPAA-compliant servers is included with the annual licensing and subscription fee at no additional charge. Most of our customers rely exclusively on this service. However, additional fees will apply should the customer wish to host or archive Direct messages and related content (e.g. attachments, metadata) on the customer's or a third party's server(s). Fees are based strictly on the time, materials, and other costs to OSS, LLC to accommodate customer's specific requirements.	Pursuant to Kno2's security policy, the Direct messaging capability is restricted and users will be unable to exchange messages with users of third-party HISPs with whom Kno2 does not have a trust agreement. Should a provider wish to establish a new connection with a third-party HISP, provider must lodge a service request identifying the third-party party HISP along with contact information for the HISP. Kno2 will establish, maintain and support technology to manage the connection. Third-party HISPs must agree to Kno2's connection and trust agreement. Kno2 will make every effort in good faith to establish such connectivity within a reasonable time frame. However, we do not warrant that Kno2 will be able to establish agreements and required connections with all third-party HISPs.	None	There are no imposed limits to the number of Direct messages that can be sent or received using this service.	Messages are archived indefinitely with no maximum number of messages. Archived messages can be retrieved by the user in the Kno2 product's notification area.
Incorporate Lab Results [Relevant certification criteria: §§ 170.314(b)(5)]	This functionality allows users to import lab results into the EMR in discreet form without having to manually enter them.	Additional cost for building the interface with a provider's lab equipment or outside laboratory.	A one-time fee will be charged for building the interface. Any ongoing maintenance costs will be billed at an hourly rate.	All lab messages will be stored in the EMR for 5 years for no additional charge. If the provider requires a longer storage period, then an annual fee will be assessed.	OSS will make a good faith effort to establish a working interface within a reasonable amount of time. The EMR uses standard and widely-accepted protocols for lab interfacing. However, OSS cannot guarantee compatibility with all lab equipment and laboratory systems.	None.	The customer will need to provide a robust and reliable network infrastructure and reliable computer workstations in order to ensure a fully functioning lab interface. OSS does not assume responsibility for the customer's IT infrastructure including, but not limited to, network devices, computer workstations, and printers without a separate support contract.	Same.
FirstDataBank Drug and Allergy Database [Relevant certification criteria: §§ 170.314(a)(1,2,6-8,10,14,15), (b)(1-4, 7), (c)(1-3), (e)(1,2), (g)(1,2)]	This functionality enables the user to record medications and medication allergies in the patient record. It also enables drug-drug and drug-allergy interaction checks. Lastly, it enables the conversion between FDB drug and allergy vocabularies and the RX Norm vocabulary required by Meaningful Use interoperability.	Annual licensing and subscription fee included in base service agreement.	The annual licensing and subscription is fee is based upon the number of providers in the organization. The drug and allergy data is automatically updated weekly and this is included in the annual fee.	None	None	None	As concerns the conversion from FDB vocabularies to Rx Norm and vice-versa, these conversions are not always one-to-one. This means that the user may sometimes have to select from a list of matching candidates for a particular drug or allergy.	None.
Patient Portal [Relevant certification criteria: §§ 170.314(e)(1)]	Patient portal service allows patients to view their health information online as well as download and transmit a summary of their healthcare information to a third party electronically.	Annual hosting fee included in base service agreement. Additional annual HISP connectivity fee.	The hosting fee includes the cost for setting up the provider domain and security certificate as well as any ongoing maintenance of the site. The annual HISP connectivity fee allows the patient to transmit health information to a third party through the patient portal.	None	None	None	None	None.
Reporting to Immunization Registry [Relevant certification criteria: §§ 170.314(f)(2)]	This functionality enables the EMR to submit immunization information to a designated Registry.	One-time setup fee not included in the base price	This flat fee is charged per installation and per interface.	None	None	None.	The customer will need to provide a robust and reliable network infrastructure and reliable computer workstations in order to ensure a fully functioning lab interface. OSS does not assume responsibility for the customer's IT infrastructure including, but not limited to, network devices, computer workstations, and printers without a separate support contract.	Same.