

General Terms and Conditions

This document states the general terms and conditions under which Company will deliver to Client the Products and/or Services set forth in any Order Form executed by Client and/or Company. Unless specifically set forth in an Addendum to the contrary, the order of precedence shall be as follows: (i) Addendum; if any; (ii) Order Form; (iii) Applicable Schedule and any Exhibit or Attachment thereto, if any; (iv) Statement of Work, if any; and, (v) General Terms and Conditions. Capitalized terms shall have the meaning set forth in the Order Form, Schedule, or as defined in the Definition Exhibit below.)

1. PAYMENT OF FEES

1.1 Payment. Unless otherwise set forth in an Addendum, payment terms are as set forth in the applicable Order Form. All fees and subscriptions (including but not limited to Maintenance Services) may be increased each calendar year by the lesser of 5% or the change in the Consumer Price Index, for all Urban Consumers (CPI-U) – US City Average, All Items. Client understands that any payment terms offered by Company are an extension of credit by Company and may require that Client provide credit information to Company. Should Company be unable to obtain through commercially reasonable means, using reasonable commercial underwriting principles, a favorable creditworthiness approval of Client (as determined by Company in its sole discretion), Company may require alternate payment terms or, at its option, immediately terminate the Master Agreement (or any applicable Order Form) upon written notice to Client. Any billing requirements needed by Client on Company invoices must be submitted to Company (via opening a support case through www.community.nextgen.com/SuccessCommunityLogin) within 10 days from the Effective Date; and, any agreed to invoice changes will only be effective for invoices prospectively issued. Any undisputed fees that are owed as of the date of termination or expiration of this Master Agreement will be immediately due and payable.

1.2 Billing Disputes. If Client believes in good faith that Company has incorrectly billed Client, Client may withhold from payment the disputed amount, not to exceed the estimated fair value of the disputed item, provided Client timely pays all undisputed portions of the invoice and notifies Company, in reasonable detail, of the dispute through www.community.nextgen.com/SuccessCommunityLogin prior to the date payment is due. If Company does not agree with Client's notice, the parties will resolve the dispute in accordance with Section 13.4.

1.3 Failure to Pay. If Client fails to pay any *undisputed* amount due under this Master Agreement within 30 days of the date of Company's notice of Client's failure to pay, Company may, in its sole discretion, (A) terminate this Master Agreement or the applicable Order Form, (B) suspend or restrict provision of the Company Software and Services, (C) prospectively discontinue any currently provided discount for the affected Company Software and Services, (D) discontinue any future right to purchase Products and Services, whether at a discount price or otherwise and/or (E) withdraw any previously granted, non-standard payment terms. (For items (C) (D) and (E), Company will provide an adjusted invoice that reflects the applicable list price and revise the associated payment schedule as applicable to reflect the new remaining balance and/or payment terms.) Unless otherwise agreed to by the parties in writing, Company's failure to invoice for any item set forth in the Order Form shall not relieve Client's obligation to pay for the item. Company may charge interest at a monthly rate equal to the lesser of 1½% per month or the maximum rate permitted by applicable Law on any *overdue, undisputed* fees, from the due date until the date the overdue amount (plus applicable interest) is paid in full. However, Company will not exercise its rights under items (A) through (E) above or apply any interest charge if Client is disputing the applicable charges reasonably and in good faith and is cooperating diligently to resolve the dispute.

1.4 Taxes. Prices do not include applicable taxes. Company will invoice Client for any applicable taxes, and Client must pay these taxes. Where applicable, Client must provide any tax-exemption claim to Company before, or contemporaneously, when, placing an order.

2. CLIENT RESPONSIBILITIES

2.1 General. Client will comply, and Client will cause all Affiliated Organizations, End Users, Personnel and other persons to whom Client provides any access to Products, Services or other Company Confidential Information to comply with the applicable provisions of this Master Agreement; and, Client shall be responsible for the non-compliance of any such Affiliated Organizations, End Users, Personnel and/or other person.

2.2 Required Resources. Except as otherwise provided in a Managed Cloud Service Schedule, Client must provide, at its own expense, the Personnel and Facilities & Equipment required for use of the Products and Services. Client must, also obtain any consents, authorizations and approvals necessary to enable Company to access such Facilities and Equipment to perform its obligations for Client under this Master Agreement. Moreover, Client is responsible for obtaining, and keeping updated, any third-party materials that may be required to operate and/or use the features and functionality of any Company Software and/or Service, including but not limited to CPT and ICD code files.

General Terms and Conditions

2.3 Special Programs. Company has no responsibility to identify, evaluate or assist Client in Client's decision to participate in any Special Program. Client is solely responsible for determining whether to participate in such opportunities.

2.4 Professional Diagnosis and Treatment. Company Software and Services do not make clinical, medical or other professional decisions, and are not substitutes for Client's Personnel applying professional judgment and analysis. Client is solely responsible for: (A) verifying the accuracy of all information and reports produced by Company Software and Services; (B) obtaining necessary consents for use and disclosure of patient information; (C) determining data necessary for decision-making by Client and its Personnel; (D) making all diagnoses and treatments and determining compliance, and complying, with all Laws and licensing requirements for the operation of Client's business; (E) assuring its Providers have the necessary professional licenses and, unless Client has purchased Company's Credentialing Service, are properly credentialed pursuant to applicable Law to perform their services.

2.5 Limitations on Use. Except to the limited extent expressly permitted in this Master Agreement, Client will not: (A) sell, transfer, lease, assign, or sublicense any Software or Services; (B) use any Software or Services as a service bureau, for outsourcing, for sharing access to any Services with any Third Party (except for authorized End Users), or for otherwise offering or making available the functionality of the Products or Services to any Third Party; (C) permit any End User or other person to access or use Products or Services using another End User's ID, login or password or otherwise make an End User's ID, login or password available to any Third Party; (D) use any Software or Service to process anything other than Client's, Affiliated Organizations', or an End Users' data; (E) bypass any privacy and/or security measures Company may use to prevent or restrict access to the Products and/or Services (or other accounts, computer systems or networks connected to the Company's Products or Services); (F) knowingly use the Products and/or Services in a manner that violates any applicable local, state, national and foreign laws, treaties or regulations (including those related to data privacy, international communications, export laws and the transmission of technical or personal data laws); or (G) remove any intellectual property, confidentiality or proprietary notices of Company and/or any Third-Party which appear in any form on the Products and/or Services or otherwise in any Company collateral or materials however reproduced.

3. CONFIDENTIALITY

3.1 No Use or Disclosure. Recipient will only use Confidential Information for the purposes of this Master Agreement and will not reproduce, disseminate, or disclose Confidential Information to any Third Party, except to its employees and authorized representatives (i.e., temporary employees, consultants, and contractors) who need to know the Confidential Information for the purposes of this Master Agreement and are bound by confidentiality obligations at least as restrictive as those in this Master Agreement. Recipient will treat all Confidential Information with at least the same degree of care as it treats its own information of similar sensitivity, but never with less than reasonable care. Recipient shall notify Discloser of any breaches of security that result in or are likely to result in disclosure of Discloser's Confidential Information.

3.2 Required Disclosure. Recipient may disclose Confidential Information: (A) as approved in a writing signed by Discloser (B) as is required by law, (C) is about adverse events, hazards and other unsafe conditions made to governmental agencies, health care accreditation organizations and/or patient safety organizations; (D) is about cybersecurity threats and incidents made to government agencies; (E) is about information blocking and other unlawful practices to a government agency; (F) communicating information about Company's failure to comply with a Condition of Certification or Other Program Requirements.

4. PRIVACY

4.1 Personal Information. If Client orders Services that require Client to provide to Company personal health information that is protected under any Laws, the Parties will enter into a mutually agreed to Business Associate Agreement or similar agreement if Client itself is a Business Associate rather than a Covered Entity. Company does not own the personal health information. Company will request, and Client will provide Company with, only the minimum personal health information required to perform the Services hereunder.

4.2 De-Identified Data. Company may De-Identify Client Data before such data is incorporated into any Analytics Database. De-Identified Data will be aggregated with de-identified data from a sufficient number of other customers in a manner reasonably designed to prevent Company or others from using the Analytics Databases to analyze the particular characteristics of Client's business. Client grants Company a non-exclusive, worldwide, paid-in-full, perpetual and irrevocable right and license to: (A) extract, copy, aggregate, process and create derivative works of Client Data to derive, or add to, Analytics Databases; (B) employ data analytics on the Analytics Databases for purposes of developing Data Analytics solutions; and (C) prepare derivative works of the Analytics Databases, and use, execute, reproduce, display, perform, transfer, distribute, and sublicense the Analytics Databases and such derivative

General Terms and Conditions

works. Company will not individually identify Client as a source of the De-Identified Data for the Analytics Databases, although Company may disclose that certain of its customers allow the use of Client Data for such purposes.

5. CONSULTING SERVICES, IMPLEMENTATION SERVICES AND ELEARNING Company will perform the Implementation and/or Consulting Services set forth in any Order Form. If specifically listed in the Order Form, a subscription to Company's eLearning online training program will be used as part of the Implementation Services. Each Provider must have his/her own subscription. All End Users must have their own account to any eLearning materials and use his/her own ID and password to access such materials. All training materials are for Client's own internal use and are provided solely to assist Client in learning how to use the Company Software and Services. Each eLearning managed cloud subscription is for one year, commencing on the Effective Date of the applicable Order Form, and automatically renews for successive 1-year Service Term (s) at then-current rates, unless a Party provides written notice of its intent not to renew at least 3 months prior to the end of the then-current eLearning subscription term.

6. MAINTENANCE SERVICES Company offers support services to help End Users maintain the Software, Hardware and online-Services that it makes available to its Clients. For those Products and Services that Company makes available to Clients under a Software as a Service model, the fee for Maintenance Services are included in the monthly SaaS Service fee. For all other Products and Services, the fees to obtain Maintenance Services are separately charged and invoiced.

7. TERM AND TERMINATION

7.1 Term. This Master Agreement, itself, becomes effective on the Effective Date of the first Order Form entered into between the parties. Every Product and Service purchased by Client directly from Company will be subject to the terms of this Master Agreement, unless mutually agreed to by the parties, in writing, otherwise. Each subsequently purchased Product or Service will be bound to the Master Agreement commencing on the Effective Date of the applicable Order Form and remain so bound until the expiration of the applicable License/Rental/Service Term for such Product or Service unless terminated earlier under this Master Agreement. Termination or expiration of a license or subscription to a Product and/or Service does not, in and of itself, terminate the Master Agreement; but the Master Agreement shall remain in effect if other licenses or subscriptions to other Products and/or Services remain in effect.

7.2 Termination with Cause.

(A) Material Breach by Either Party. If either Party commits a material breach of this Master Agreement, the non-breaching Party may give written notice describing, in reasonable detail, the nature and basis of the breach to the breaching Party. Except as otherwise allowed under this Master Agreement, if the breach is not cured within 30 days of the notice date, the non-breaching Party may immediately terminate this Master Agreement, in whole or in part.

(B) Bankruptcy. Each Party may terminate this Master Agreement immediately upon written notice if the other Party ceases to conduct its business, makes a general assignment for the benefit of its creditors, admits publicly its inability to meet its obligations as they come due, voluntarily files for bankruptcy or insolvency, or is the subject of a filing by a Third Party for bankruptcy, insolvency, receivership or similar protection that is not dismissed within 45 days. All notices of Company's breach and/or Client's desire to terminate must be made by Client at www.community.nextgen.com/SuccessCommunityLogin

7.3. Survival. The termination or expiration of this Master Agreement will not affect any provisions of this Master Agreement which by their nature survive termination or expiration, including the provisions that deal with the following subject matters: Client Responsibilities, Confidentiality, Privacy, Term and Termination, Proprietary Rights, Warranty Disclaimers, Limitation of Liability and General Provisions.

8. PROPRIETARY RIGHTS

8.1 Ownership. Company and its licensors own the Company Technology. To the extent Software and Content are obtained by Client, the Software and Content are always licensed, not sold. Unless specifically stated, in writing, by Company to the contrary, Client has no right to use Company's or any Third Party's name, trademarks or logo, or any goodwill now or hereafter associated therewith, all of which is the sole property of and will inure exclusively to the benefit of Company or such Third Party. Client will not knowingly use the Products and/or Services in a manner that violates any third-party intellectual property, contractual or other proprietary rights.

General Terms and Conditions

8.2 No Modifications. Unless specifically stated, in writing, by Company to the contrary, Client agrees not to modify, create derivative works of, adapt, translate, reverse engineer the Products and/or Services or otherwise decompile, disassemble or attempt to discover the source code or any other non-user facing aspects in any Product and/or Service. Breach of this Section 8.2 will be deemed a material breach of the Master Agreement and entitle Company to immediately terminate the Master Agreement.

8.3 Feedback. The purpose of this section is to avoid potential misunderstandings or disputes when Company's products and/or marketing strategies might seem similar to ideas submitted or feedback given to Company. Feedback means any comments, submissions or other feedback Client may provide to Company, at its sole discretion, concerning the functionality and performance of the Company Technology, including identification of potential errors and improvements. By submitting any Feedback, (1) Company will be free to use, disclose, reproduce, license or otherwise distribute, and exploit such Feedback as Company sees fit, without any obligation or restriction of any kind to Client; (2) there is no obligation for Company to review Feedback; and (3) there is no obligation to keep any Feedback confidential.

9. LIMITED WARRANTIES

9.1 General. Each Party represents and warrants that to the best of their knowledge: (A) it is duly organized and in good standing under the Laws of the state of its organization; (B) it has full authority to execute and perform under this Master Agreement, and such performance is not prohibited by any agreement to which the Party is bound or any applicable Law; and (C) it will comply with all Laws applicable to its business and operations.

9.2 Compliance. Client represents and warrants that to the best of its knowledge: (A) it, its affiliates and its Personnel are not under or subject to a "Corporate Integrity Agreement" or any other restriction or investigation by any payer, government agency or industry self-regulating organization; (B) neither it nor any of its affiliates, directors or Personnel are (i) listed on the General Services Administration's Excluded Parties List System or (ii) suspended or excluded from participation in any Government Payer Programs; and (C) there are no pending or threatened governmental investigations against Client or any of its affiliates, directors or Personnel that may lead to suspension or exclusion from Government Payer Programs or may be cause for listing on the General Services Administration's Excluded Parties List System. Breach of this Section 9.2 will be a material breach of the Master Agreement and entitle Company to immediately terminate the Master Agreement.

9.3 Implementation & Consulting Services. Company warrants for 90 days from performance of the Implementation Services and/or Consulting Services, as applicable, that each such Service is performed in a professional and workmanlike manner. Client must notify Company during such 90-day period, in writing, and in reasonable detail of any breach of this warranty. To the extent permitted by law, Client's sole and exclusive remedy and Company's sole liability under or in connection with this warranty will be re-performance of the relevant Service.

10. WARRANTY DISCLAIMERS

10.1 Content; Third Party Materials. Company does not make, and hereby expressly disclaims, any warranties in connection with Content and Third-Party Materials. All Content and Third-Party Materials are provided "As-Is" without any warranty or indemnification from Company whatsoever.

10.2 Limited General Release Testing. From time to time Client may be offered the opportunity to participate in the LGR testing of Software or Services. All LGR versions of Software or Services are provided on an "As-Is" basis. Client's use of any LGR versions of Software or Services is at Client's own risk and expense, and without any change in the provisions of, or fees set forth in, this Master Agreement.

10.3 Implied Warranties. To the maximum extent permitted by Law and except for the express warranties in this Master Agreement, Company and its licensors provide the Products and Services on an "As-Is" and "As Available" basis. Company and Third Party suppliers disclaim and make no other representations, warranties and conditions of any kind, express, implied or statutory, including representations, guarantees, conditions or warranties of merchantability, title, non-infringement, fitness for a particular purpose, accuracy, or implied by the provisions of any Laws that by their terms can be disclaimed (such as the Uniform Commercial Code or the Uniform Computer Information Transactions Act). If such provisions cannot be excluded and disclaimed, then the provisions of this Master Agreement will control to the maximum extent permitted. Without any limitation, neither Company nor its licensors (A) warrant that any Content, Product or Services will be complete, accurate, uninterrupted, free of Viruses, error free, or that any error can be corrected, or (B) guarantees or agrees to ensure that any Products or Services comply with applicable Laws.

General Terms and Conditions

11. LIMITATION OF LIABILITY

EXCEPT FOR EXCLUDED CLAIMS, NEITHER PARTY SHALL BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE OR PRODUCT LIABILITY), FOR ANY OF THE FOLLOWING ARISING OUT OF OR CONCERNING THIS MASTER AGREEMENT, HOWEVER CAUSED: CONSEQUENTIAL, SPECIAL, MORAL, INCIDENTAL, INDIRECT, RELIANCE, PUNITIVE OR EXEMPLARY DAMAGES; LOSS OF GOODWILL, PROFITS, USE, OPPORTUNITIES, REVENUE OR SAVINGS; BUSINESS INTERRUPTION; OR LOSS ARISING FROM THEFT OR CORRUPTION OF DATA, VIRUSES, OR SPYWARE. IN NO EVENT ARE ANY OTHER THIRD PARTIES (INCLUDING COMPANY LICENSORS) LIABLE TO CLIENT UNDER THE TERMS OF THIS AGREEMENT ON ANY BASIS WHATSOEVER. (C) EXCEPT FOR THE EXCLUDED CLAIMS, EACH PARTY'S MAXIMUM AGGREGATE LIABILITY FOR EACH AND ALL CLAIMS (INDIVIDUALLY AND TOGETHER) ARISING OUT OF OR CONCERNING THIS AGREEMENT, OR ITS SUBJECT MATTER, IS LIMITED TO AN AMOUNT EQUAL TO THE AGGREGATE OF FEES PAID OR OWED BY CLIENT WITHIN THE 12 MONTHS PRECEDING THE FILING OF ANY DEMAND FOR ARBITRATION UNDER THIS AGREEMENT.

12. INDEMNIFICATION

12.1 Duty to Indemnify. Company will defend any Third-Party Claim against Client during the License Term or Rental Term for any Infringement Claim. Company will pay Client the Losses (including reasonable legal fees) that are directly attributable to an Infringement Claim and are either finally awarded by a court of competent jurisdiction against Client or agreed to in a written settlement agreement signed by Company. The remedies in this Section 12 are Client's sole and exclusive remedies and Company's sole liability regarding the subject matter giving rise to any Claim that the Products and Services infringe or misappropriate any Third Party's intellectual property rights.

12.2 Company's Options. In the defense or settlement of any Infringement Claim, Company may, at its sole option and expense: (A) procure for Client a license to continue using the Indemnified Technology under the terms of this Master Agreement; (B) replace or modify the alleged infringing Indemnified Technology to avoid the infringement; or (C) terminate this Master Agreement with respect to the infringing part of the Indemnified Technology if neither of the foregoing is commercially reasonable and refund a pro rata portion of the applicable fees (based on the applicable License Term or Rental Term or in the case of a perpetual license, a useful life equal to five (5) years) paid by Client for the infringing technology.

12.3 Exclusions. Company will have no liability for any Infringement Claim to the extent that it arises from: (A) use of the Indemnified Technology in violation of this Master Agreement; (B) modification of the Indemnified Technology by anyone other than Company or a party authorized in writing by Company to modify the Indemnified Technology; (C) failure by Client to install the latest updated version of the Indemnified Technology as requested by Company to avoid infringement; (D) installation or use of Indemnified Technology contrary to the specifications and directions contained in the User Materials or other reasonable instructions of Company; (E) Third Party products, services, hardware, software, or other materials, or combination of these with Indemnified Technology if the Indemnified Technology would not be infringing without this combination.

12.4 Conditions to Indemnification. Company will have no liability for any Infringement Claim if Client fails to: (A) notify Company in writing of the Infringement Claim promptly upon the earlier of learning of or receiving a notice of the infringement claim, to the extent that Company is prejudiced by this failure; (B) provide Company with reasonable assistance requested by Company for the defense or settlement (as applicable) of the Infringement Claim; or (C) provide Company with the exclusive right to control and the authority to settle the Infringement Claim (Client may participate in the matter at its own expense) provided that Company shall not settle any Infringement Claim that requires Client to admit fault without Client's prior written consent.

13. GENERAL PROVISIONS

13.1 Equitable Relief. Actual or threatened breach of certain sections of this Master Agreement (including, without limitation, provisions on intellectual property, license, privacy, data protection and confidentiality) may cause immediate, irreparable harm that is difficult to calculate and cannot be remedied by the payment of damages alone. Either Party will be entitled to seek preliminary and permanent injunctive relief and other equitable relief for any such breach.

13.2 Notices. Any notice given under this Master Agreement must be in writing and, other than service of process, may be delivered: (A) if to Company, to both www.community.nextgen.com/SuccessCommunityLogin and legal@qsii.com and (B) if to Client, to the: (i) "sold to" email address set forth on the Order Form, or (ii) such other address as identified by Client from time to time. Notices delivered personally or via overnight mail will be effective upon delivery, and notices delivered by U.S. mail will be deemed effective five (5) Business Days after being deposited in an official U.S. Postal Service mailbox. A notice is deemed to be received by email the first

General Terms and Conditions

Business Day after sending by email, unless the sender receives an automated message that the email has not been delivered, provided email shall not be sufficient for notices of termination, default or an indemnifiable claim.

13.3 Viruses and Other Malware. Each Party will use and maintain updated commercial Virus scanning software and/or use reasonable efforts to ensure that its electronic communications (and, as it relates to Company, the Company Software) do not contain any Virus.

13.4 Dispute Resolution and Arbitration. Any dispute, claim, or controversy arising out of or relating to this Master Agreement, including the determination of the scope or applicability of this clause, will be determined exclusively in Orange County, California by binding arbitration before a single arbitrator mutually agreed to by the parties. The arbitration shall be administered by JAMS pursuant to its Comprehensive Arbitration Rules and Procedures. There shall be no right to arbitrate on a class action basis or on behalf of the general public or other group of persons similarly situated. Each party will be responsible for its own attorneys' fees and shall split the costs of arbitration. The arbitrator shall have authority to apportion costs (other than attorneys' fees) at the end of any such proceeding. Judgment on any award may be entered in any court having jurisdiction. Nothing in this clause shall preclude parties from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction.

13.5 Waiver; Modification; Relationship of Parties. Neither Party's waiver of the breach of any provision constitutes a waiver of that provision in any other instance. This Master Agreement may not be modified nor any rights under it waived, in whole or in part, except in writing signed by the Parties. Company is an independent contractor, and nothing in this Master Agreement is intended to constitute an employment, partnership, joint venture, fiduciary, trust or agency relationship between the Parties, or authorize Client or Company to enter into any commitment or agreement with any Third Party that is binding on the other Party; provided that a Services Schedule may appoint Company to serve as Client's limited agent to perform the Services set forth therein. Subject to the other terms of this Master Agreement, each Party solely determines which of its Personnel will perform its obligations.

13.6 Assignment; Binding Effect; Subcontractors. This Master Agreement is personal to Client, and Client may not delegate and/or assign this Master Agreement, including but not limited to any and all Products and/or Services thereunder, or any of Client's rights or duties hereunder without the advance, written consent of Company, which shall not be unreasonably withheld. Any attempted assignment or transfer by Client in violation of the provisions of this Section will be void and of no force and effect. Company may assign this Master Agreement or its rights and/or duties to its affiliates or to its successor in the event of a sale of all or substantially all of its assets, voting securities, or the assets or business related to the Products or Services provided under this Master Agreement. Subject to the foregoing, this Master Agreement will be binding upon and inure to the benefit of the Parties' respective legal representatives, and permitted transferees, successors, and assigns. Company may subcontract the performance of its obligations to Third Parties as it determines appropriate, but in such cases, Company shall remain responsible for the performance of its subcontractors.

13.7 Force Majeure. Except as may otherwise be set forth in Company's Managed Cloud Service Schedule, a Party's failure to perform its obligations under this Master Agreement, other than the payment of money, is excused to the extent that the failure is caused by an event outside its reasonable control, including an act of God, act or threat of terrorism, shortage of materials, strike or labor action, war or threat of military or significant police action, natural disaster, failure of Third Party suppliers, denial of service attacks and other malicious conduct, utility failures, power outages, governmental acts, orders, or restrictions, or other cause beyond its reasonable control.

13.8 Severability. If any terms or provisions of this Master Agreement are for any reason held invalid, unenforceable or deemed contrary to any applicable law or policy, the parties preference is that such terms or provisions be effective to the extent permitted by law and the same will not affect any other term or provision of this Master Agreement, which will otherwise remain in full force and effect.

13.9 Client Cooperation. Company may publicly identify Client as a customer of Company.

13.10. Covenant not to Solicit or Hire. Each Party recognizes the expense and time associated with recruiting, hiring, training and maintaining employees. Each Party agrees that, except as consented to by the other Party in advance and in writing, it will not during the term of this Master Agreement or a period of 1 year thereafter directly or indirectly, solicit to reduce the relationship of the other Party's employees to the other Party or hire for itself or on behalf of any Third Party, any of the other Party's current employees or who were an employee of the other Party within the prior 12 months. Each Party agrees that the damages to be incurred by the other Party for a violation of this section are difficult to estimate; and accordingly, for any violation of this section by a Party or its Personnel damages may include costs to recruit and replace such solicited employee.

General Terms and Conditions

13.11. Third Party Materials/Third Party Beneficiaries/Additional Modules. Certain Third-Party Materials listed on an Order Form may be subject to terms and conditions that are separate from the terms and conditions set forth under this Master Agreement. (Those affected Third-Party Materials are found at: www.nextgen.com/thirdpartyagreements and are agreements solely between the Third-Party vendor and Client.) Although the Third-Party Materials may be required to utilize the full features and functionality of the Company Software and/or Service, Client is not required to obtain such Third-Party Materials directly through Company. In addition, Company may offer from within the Products and Services new modules/capabilities and/or additional Third-Party offerings that may present additional terms and conditions that are separate from those set forth under the Master Agreement. By signing the Order Form and/or clicking "I ACCEPT" or equivalent language, Client is agreeing to comply with those separate terms and conditions. Except as set forth above or in any Schedule, the Parties agree and acknowledge that this Master Agreement is not made for the benefit of any Third Party and nothing in this Master Agreement, whether expressed or implied, is intended to confer upon any Third Party any rights or remedies under or by reason of this Master Agreement, nor is anything in this Master Agreement intended to relieve or discharge the liability of either Party hereto, nor shall any provision hereof give any entity any right of subrogation against or action over or against either Party.

13.12 U.S. Government Licensing. For US Government End Users: Client acknowledges that Products and Services are "Commercial Item(s)," as that term is defined at 48 C.F.R. section 2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation," as the terms are used in 48 C.F.R. section 12.212 or 48 C.F.R. section 227.7202, as applicable and has been developed exclusively at private expense. Client agrees, consistent with 48 C.F.R. section 12.212 or 48 C.F.R. sections 227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are being licensed to U.S. Government end users (A) only as Commercial Items; and (B) with only those rights as are granted to all other end users pursuant to the terms and conditions herein. Unpublished rights reserved under the copyright laws of the United States.

13.13 Export Rules. Client acknowledges that Company Technology may be subject to the U.S. Export Administration Regulations and other export laws and regulations, and Client will comply with all applicable export and import control laws and regulations of the United States and the foreign jurisdiction in which the Company Technology is used and, in particular, you will not export or re-export the Company Technology without all required United States and foreign government licenses.

General Terms and Conditions

DEFINITION EXHIBIT

- 14.1 “Affiliated Organization”** means a company, practice, group and/or other legal entity (including those having separate tax identification numbers) of a Client located within the United States (and pre-identified, in writing, by Client to Company prior to their use of any Products or Services) that has entered into a written agreement with Client that binds it and its End Users to comply with the applicable terms of this Master Agreement and are either: (i) owned by Client; or (ii) in which Client has a majority controlling interest in such company, practice, group and/or other legal entity; or (iii) in which Client has entered into a management agreement with such company, practice and/or other legal entity that creates a bona fide business relationship with Client to perform one or more management service functions.
- 14.2 “Analytics Database”** means Company’s collection of Client Data from various customers of Company.
- 14.3 “Business Day/Business Hour”** means time during which Company is actively staffed and most Company resources (including its Maintenance Services staff) are available, but excludes nights, weekends and holidays observed by Company.
- 14.4 “Certified Professional”** means any Client Personnel who: (A) is actively involved in the day-to-day operation and support of the Products and Services within Client’s organization, (B) has suitable education and experience to understand the Products and Services, (C) has passed the applicable Company certification tests (if any), and (D) if a contractor and not an employee of Client, has entered into a separate agreement with Company to become a Third Party Certified Professional.
- 14.5 “Claim”** means a claim, action, proceeding, or demand made against a person or entity, however arising and whether present or future, fixed or unascertained, actual, threatened or contingent.
- 14.6 “Client Data”** means the compilation of Client’s, its Affiliated Organizations’, subsidiaries’, and/or parent entity’s data from all Data Sources.
- 14.7 “Company Appliance”** means a platform required to run certain Company Software.
- 14.8 “Company Hardware”** means equipment and other hardware distributed under Company’s brand that is purchased or rented by Client from Company and identified as Company Hardware in an Order Form. Hardware that is not identified as Company Hardware in the Order Form is Third Party Hardware.
- 14.9 “Company Software”** means software in object code form licensed under an Order Form, or as may be made available for access and/or use under a SaaS offering and identified as Company Software, including any Interfaces, templates, and any and all updates, modifications, improvements, extensions, and derivative works made thereto by or for Company, Client, or any Third Party. “Company Software” specifically excludes Content.
- 14.10 “Company Technology”** means the Company Software, Services and User Materials made available by Company, including all Interfaces, templates, forms, software tools, algorithms, software (in source code and object code forms), user interface designs, architecture, toolkits, plug-ins, objects, documentation, network designs, ideas, processes, know-how, methodologies, formulas, systems, data, heuristics, designs, inventions, techniques, trade secrets, and any related intellectual property rights throughout the world included therein, as well as any derivatives, modifications, improvements, enhancements, or extensions of the above, whenever developed.
- 14.11 “Confidential Information”** means a Discloser’s non-public information (including copies, summaries, and extracts): (A) that is identified in writing as confidential at the time of disclosure, whether in printed, textual, graphic, or electronic form; or (B) that is disclosed in non-tangible form, identified as confidential at the time of disclosure, summarized in a writing labeled as “confidential”, and delivered to Recipient within 15 days after disclosure. Confidential Information of Company includes the terms of this Master Agreement, Company Technology, Client lists, and employee lists whether or not marked or identified as confidential. The Party disclosing Confidential Information is referred to as **“Discloser”** and the Party receiving Confidential Information is referred to as **“Recipient”**. Confidential Information does not include information that:
- is or becomes generally publicly available at or after the time of disclosure through no fault of either Recipient
 - was known to Recipient free of any confidentiality obligations, before its disclosure by Discloser;
 - becomes known to Recipient free of any confidentiality obligations from a source other than Discloser; or
 - is independently developed by either Recipient without use of Confidential Information.
- 14.12 “Consulting Services”** means services provided or to be provided by Company under one or more Order Forms to create reports and forms, customize certain aspects of Client’s system and provide other technical and provisional services, as more specifically set forth in Section 5 above.
- 14.13 “Content”** means any clinical content, in any form, included within Company Software and/or Services.
- 14.14 “Data Source”** means a single feed of aggregated personal, medical, financial and/or other data that is imported into any Company Technology.
- 14.15 “De-Identify” or “De-Identified”** means to de-identify personal data in accordance with the “safe harbor” requirements of section 164.514(b)(2) of the HIPAA regulations, or in a manner that otherwise meets the requirements of section 164.514.

General Terms and Conditions

- 14.16 **"De-Identified Data"** means Client Data that has been De-Identified.
- 14.17 **"Effective Date"** means the date signed on the applicable Order Form by Client; or, if multiple parties will be signing, then the date last signed on the applicable Order Form by the authorized representative of all parties.
- 14.18 **"End User(s)"** means Personnel who are: (A) based in the United States and (B) authorized by Client or an Affiliated Organization to use any portion of the Products or Services or (C) an authorized member of a community using the Software for purposes of health information exchange or care coordination. Unless specifically stated otherwise in the applicable User Material, each End User will be assigned a unique ID and password.
- 14.19 **"Excluded Claims"** means Claims arising from Client's breach of Sections 1.1, 2.5, 3.1, 8.1, 8.2 and 9.2.
- 14.20 **"Facilities & Equipment"** means a data center with all infrastructures, security controls, connectivity, systems, including back-up and recovery capabilities to avoid loss of data in the event of any failure, as well as all computers, background technology and equipment (including appropriate chipsets, processing speeds, RAM, storage, operating systems, connectivity, services, data, subscriptions, software, configurations other components necessary to operate the Products and/or Services.
- 14.21 **"Fulfillment Date"** means the earlier of the: (i) date of Fulfillment set forth in the Order Form, Exhibit, or (ii) stated number of days (as specifically stated in the Order Form, Addendum or Exhibit) after the Effective Date, which if no stated amount of days is specifically identified, than 60 days.
- 14.22. **"Group of Charts"** means the aggregation of all patient charts within a practice or within separate disciplines within a practice.
- 14.23 **"Hardware"** means Company Hardware and Third Party Hardware.
- 14.24 **"Help Desk Support"** means the support services provided by Company help desk under its then current Maintenance Program.
- 14.25 **"Implementation Services"** means services provided, or to be provided, by Company under one or more Order Forms to configure, install and implement Software and Hardware for Client's use as more specifically set forth in section 5 above.
- 14.26 **"Indemnified Technology"** means Company Software and Services paid for by Client but excludes any Third-Party Software, Content, Hardware, sample code, SDK, open source, trial or LGR versions of the Company Software and/or Services.
- 14.27 **"Infringement Claim"** means any Claim that alleges that the Indemnified Technology directly infringes a Third Party's United States patent, copyright, or trademark.
- 14.28 **"Instances"** means a single installation of Company Software running on a Company Appliance or such other physical or virtual server Client may provide.
- 14.29 **"Interface"** means the part of any Company Software designed to exchange data between or among Company Software components and other software or between Company Software and Hardware.
- 14.30 **"Law"** means those applicable federal and state statutes, regulations, codes, ordinances, agency directives, binding court orders and other binding government requirements.
- 14.31 **"License Term"** means the period set forth in an Order Form for which Client has purchased the applicable Software license.
- 14.32 **"Lives"** means the net number of individuals whose data is stored in the database of Company Software, regardless of Data Source, as measured by the master patient index.
- 14.33 **"LGR" or "Limited General Release"** means versions of the Software and/or Services made available by Company on a limited general release basis.
- 14.34 **"Loss"** means any damage, loss, cost, expense, or liability incurred by a person or entity.
- 14.35 **"Master Agreement"** means, collectively, all Order Forms, General Terms and Conditions Schedule, Business Associate Schedule and all other Schedules, Exhibits, Attachments, Statement of Works and Addenda, if any, entered into between the parties and as delineated in any Order Form(s).
- 14.36 **"Maintenance Services"** means those support services made available by Company on the Products and Services as more fully delineated here: www.nextgen.com/legal/maintenance-services.
- 14.37 **"Metric"** means each standard specified by Company in the Order Form or applicable Schedule that describes either: (i) the scope of Client's rights to use the Software and/or Services, as applicable or (ii) the measure by which Client's use of the applicable SaaS offering will be calculated and charged as reported to Client in periodic reports.
- 14.38 **"Non-Production Instance"** means an additional installation of Company Software used to directly support one or more Production Instances – Including, but not limited to, system used to test or stage software configurations or interfaces prior to deployment in a Production Instance, development environment, passive standby or failover system, or a demo/training system.
- 14.39 **"Order Form"** means each sales order form that is executed between Client and Company for Client's procurement of Products and Services.
- 14.40 **"Party"** means Company or Client, as applicable.

General Terms and Conditions

- 14.41 **"Personnel"** means, with respect to each Party, such Party's officers, employees and contractors.
- 14.42 **"Population Limit"** means the Metric based on the maximum number of Lives allowed under the Company Software.
- 14.43 **"Practice License"** means each distinct and separate server license required by the NextGen® Enterprise software for: (1) each tax identification number associated with Client and its Affiliated Organizations and/or (2) each separate Group of Charts kept by Client and its Affiliated Organizations within the Software.
- 14.44 **"Products"** means one or more of the following procured from Company by Client as set out in an Order Form: Company Technology, Third Party Software, Content, Company Hardware, and Third-Party Hardware.
- 14.45 **"Production Instance"** means is an Instance that is used to serve the primary purpose for which Client has purchased a license to use Company Software - including but not limited to, primary system housing or handling live production data, secondary system used for reporting purposes, additional active system used to distribute or segregate load
- 14.46 **"Provider"** means any licensed provider of healthcare services, including physicians, osteopathic physicians, dentists, optometrists, physical therapists, nurse practitioners, physician assistants and all other licensed providers.
- 14.47 **"SaaS"** means Company services that (A) make Software functionality accessible to Client on a subscription basis via the Internet and a browser as more specifically set forth in the applicable User Materials and (B) are identified as "SaaS" on an Order Form.
- 14.48 **"Schedule"** means a written document executed by both Parties or incorporated by reference into an Order Form, which describes additional terms, related to Products and Services.
- 14.49 **"Service(s)"** means each service procured from Company under one or more Order Forms, including Implementation Services, Software Maintenance Services, Hardware Maintenance Services, Consulting Services, eLearning services, and Managed Cloud Service as such terms are defined in the applicable Schedule.
- 14.50 **"Service Term"** means the period set forth in an Order Form or applicable Schedule for which Client has purchased the applicable Service.
- 14.51 **"Software"** means Company Software and Third-Party Software.
- 14.52 **"Special Program"** means any governmental or non-governmental program, project, grant, incentive-based opportunity, plug-in, extension use case or other program relating to Client's business.
- 14.53 **"Statement of Work"** means a written document executed by the Parties or incorporated by reference into an Order Form that describes specific Implementation Services or Consulting Services to be provided by Company as well as any deliverable(s) or milestone(s).
- 14.54 **"System"** means collectively, the Company Software, appropriate Third Party database software, operating system software, Third Party Materials and other hardware, software and items described in an applicable Statement of Work functioning together as a single system.
- 14.55 **"Third Party"** means any person or entity other than Company or Client.
- 14.56 **"Third Party Hardware"** means equipment and other hardware distributed under a Third Party's brand that is purchased or rented by Client from Company under an Order Form.
- 14.57 **"Third Party Materials"** means Third Party Software, Third Party Services and Third Party Hardware.
- 14.58 **"Third Party Services"** means Third Party services identified in an Order Form that are offered and/or made available by and/or through Company, under a Third Party's brand and are accessed and/or used by Client.
- 14.59 **"Third Party Software"** means Third Party software and/or content (A) identified as Third Party Software in an Order Form or otherwise identified and provided to Client in connection with Client's permitted use of Company Software, including related data, graphics, subscriptions, libraries, diagnosis and procedure code sets, and patient education and drug interaction databases and (B) in the case of Hardware, Third Party software pre-installed on such Hardware including BIOS, firmware, operating systems and similar technology.
- 14.60 **"Update(s)"** means any patch, fix, improvement, enhancement or change to Company Software that Company makes commercially available at no additional charge to customers in connection with Software Maintenance. Updates do not include additional modules and/or capabilities for which Company or any Third-Party provider charges a separate license fee.
- 14.61 **"User Materials"** means the documentation provided by Company relating to the general released versions of Products and Services, including user guides, technical manuals, release notes, installation instructions, information pertaining to maintenance services and online help files regarding use of Software, and all updates thereto.
- 14.62 **"Virus"** means viruses, worms, and other malware or malicious code intended to cause or that cause computers or systems to fail to act properly or to function in an unintended manner or permit unintended access to such computers or systems by any Third Party. License keys and other functionality intentionally inserted in Software by the licensor are not Viruses.