

Everything Included In Automation Program

Every Step

1. We map the workflow with your team, from where it starts to where it ends.
2. Before we build, we agree three to five acceptance tests with you, so we both know what done looks like.
3. We build the tracker or app your team works from, the automations behind it (reminders, alerts, handoffs and reports) and one dashboard, in your own systems.
4. We connect only through APIs, approved connectors, webhooks, secure file exchange or exports, and we agree on the method with you in writing before we build.
5. When we connect your new program to the systems you already use, it carries over the labels, statuses and steps your team already knows, unless we agree on something different.
6. Every change is built in a test copy first. Your team reviews it, you approve it, and we publish after hours with the prior version saved, so your team keeps working on the version they know until the new one is approved.
7. Every program we build includes a Help And Requests button on each screen, so your team can report a problem, ask for a change or suggest an improvement without leaving their work. It comes straight to us, and we act on it while the build is still in progress.
8. We test it with your staff and walk them through it.
9. We fix anything that doesn't work the way we said for 30 days after it goes live.
10. We work inside your network, with access your team can monitor, and each screen carries a small Powered by AdvanceAPractice credit.

What You Provide

- Your onboarding packet.
- Access to the systems involved, and one person who makes the decisions.
- Staff time to test before go live and for the walkthrough.
- Clinical decisions, attestations and signatures stay with your own people.

Timelines

- Right after you pay, you get an email invitation to the AdvanceAPractice Command Suite, where you review and sign your Order Form, service agreement and BAA.
- We start within three business days of getting your completed onboarding and access.
- We set the go live date with you in writing once onboarding and access are complete. Delays from software companies or other outside parties pause it.
- Going live is a walkthrough with your team, a release window, and then five business days to check the build against the acceptance tests. After those five business days, the build is accepted, and the 30 days of fixes still apply.

- The Automation Program is \$5,000, or four payments of \$1,250.

What's Not Included

- A second workflow. We price more workflows in writing before any work starts.
- Shared logins, screen scraping, or getting around MFA or CAPTCHA.
- Clinical decisions, attestations or signatures.
- Watching and changing the build after the 30 days of fixes. Automation Care is an optional monthly plan for that, priced in writing. It watches and fixes the automations we list, handles small changes up to two a month, each under an hour, and acknowledges any breakage within one business day.
- Software subscriptions for the tools we connect, which stay in your name.

Ongoing Support

- Questions are part of working with us, during setup and for as long as you're a client. Send them in the Command Suite or by email, and we reply within one business day, usually the same day. If a question turns into new work, like a new build or a change to something we built, we send a written quote before we start.
- Up to two meetings a month if you need them.
- Your Command Suite workspace shows what we're working on and anything we need from you. It stays fully open during the work, read only for 30 days after, and then it's \$99 a month if you want to keep it.
- If something we delivered doesn't work the way we said it would, tell us within 30 days of delivery and we fix it at no cost.
- Everything we set up is yours. The accounts, the documents and what we build stay with your practice.
- You own everything we build, with no ongoing fees for what we build.