

Professional Practice – Service Agreement

Attachment B: Systems & Software

1. Professional Practice – Systems and Software.

The following systems and software are currently used by Professional Practice in the performance of services described in the Professional Practice Service Agreement.

Program	Vendor
Billing / Accounting Software	Practice Mate (Office Ally)
Clearinghouse / Patient Portal	Office Ally
Patient Billing	Office Ally / PLD
Merchant Services (Credit Card Processing)	Stripe
HIPAA Compliant Encrypted Email	EnGuard – Enterprise Guardian
Third-Party Collections (Optional)	Southern Oregon Credit Services

For recommendations on system requirements:

[https://cms.officeally.com/OfficeAlly/Forms/Forms/System Requirements and Recommendations-051917.pdf](https://cms.officeally.com/OfficeAlly/Forms/Forms/System_Requirements_and_Recommendations-051917.pdf)

2. Provider Responsibilities.

The Provider is responsible for implementing, maintaining, and performing the following:

- Secure access to the internet.
- Send and receive secure email.
- Open, view, and print documents in PDF, Word, and Excel formats.

3. Additional Programs and Software.

If the Provider uses program(s) or system(s) other than those implemented by Professional Practice and wants Professional Practice to interact with said program(s)/system(s) in performing the services described in this Service Agreement, the Provider will propose an amended workflow in writing at least 60 days in advance. Reasonable requests will be implemented when there is a written agreement approved by both parties.

4. Questions and Contact

If you have questions about this agreement or other parts of the Service Agreement, feel free to contact Professional Practice, LLC.

Professional Practice, LLC

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