

# Walker & Company

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## Priority Service Agreement (PSA)

### \*\*\*Information Sheet\*\*\*

The primary business of Walker & Company is to offer service to a group of health care providers whose common bond is the use of the DOCS medical office system billing and management program. Walker & Company is the co-author and the current supplier of this software.

As such, our commitment is to continue servicing the product so as to maintain its usefulness and viability in a changing environment. This service includes such tasks as

- adapting the software to hardware and operating system changes
- adding software modules to take advantage of improved billing techniques (e.g. electronic billing)
- changing the software as required by third parties, e.g. insurance carriers
- enhancing the program in line with user requests.

With a relatively small customer base (14 clients with varying degrees of activity), fairly spreading the cost of keeping DOCS current presents somewhat of a challenge. The concept of the Priority Service Agreement seems to meet that challenge quite well. As such, **clients maintaining a current PSA are assured of continuing service.**

1. The semi-annual schedule of fees are based on the complexity of each practice's configuration including the number of dumb terminals, the number of PC terminals, the number of extra printers, the number of electronic billing modules installed, the capability of remote login, and the use of Faceterm (multi-windowing terminal environment).
2. Priority Service Agreements continue for six months at a time and can only begin in January and July of each year. If a provider wishes to begin during the midst of a PSA period the full semi-annual contract for that period must be purchased.

3. There has been no increase in the fee structure for the January – June, 2005 period. The fee has remained the same for three years.
4. Clients are invoiced twice each year (January and July).
5. \*\*\* No service from Walker & Company is available to DOCS users who do not purchase a PSA. \*\*\*

**The benefits of a Priority Service Agreement are as follows:**

<b>Item</b>	<b>Fee</b>
Telephone support	No charge
Minor changes	\$75 or less
Mid-range changes	\$275 or less
Monthly remote check-up for clients with modems	No charge
On site service	\$55 - \$85 per hour
Minimum Service call	\$55
Major upgrades, new program modules, major enhancements	25% discount
Cleaning	\$85 each computer \$25 each printer \$15 each terminal
Markup on hardware	None