



Service Description

IBM Micromedex Cloud Services

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

The IBM Micromedex decision support solution ("Cloud Service") supports clinical treatment with evidence-based information at the point-of-care, providing comprehensive data for informed, confident decisions. The following IBM Micromedex offerings are covered under this Service Description:

- IBM Micromedex for HealthCare Centers
- IBM Micromedex for Pharmaceutical Manufacturers
- IBM Micromedex for Academic
- IBM Micromedex User Based
- IBM Micromedex RED BOOK Local Feature

IBM Micromedex offerings provide access to decision support information across one or more of the following categories:

Medication Management	A comprehensive source of drug and medication information. Featured topics include medication safety, drug interactions, alternative medicine and therapies, IV compatibility for medication safety, formulary solutions, pediatric and neonatal evidence for patient safety, and global drug information.
Disease and Condition Management	Provides quick access to current treatment-of-choice information at the point-of-care. Featured topics include acute and chronic disease management, procedure and treatment information, pre-hospital protocols, protocol checklists for patient safety, and lab recommendations for clinician review.
Toxicology Management	Identifies and provides ingredient information for hundreds of thousands of commercial, pharmaceutical, and biological substances. Featured topics include management and treatment protocols, clinical effects, range of toxicity, and differential diagnosis.
Patient and Consumer Education	Delivers a single source of evidence-based patient education material across the continuum of care. Featured topics include pre-care, inpatient, discharge, emergency department, ambulatory, and wellness education.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Micromedex for HealthCare Centers

IBM Micromedex for HealthCare Centers provides access to Medication, Disease and Condition, Toxicology and Patient Education resources for providers in any health care setting. The Cloud Service can be accessed through internet browsers or through mobile applications running on Android and IOS devices.

In addition, a subset of IBM Micromedex for HealthCare Centers content is available for integration directly into the Client's Health Information Systems (HIS). Components available in Integrated format include:

- IBM Micromedex CareNotes
- IBM Micromedex Medication Essential Fact Sheet
- IBM Micromedex Medication Instructions

Offering Packages

IBM Micromedex for HealthCare Centers offers the following specialized, pre-defined content packages combining Medication Management, Disease and Condition Management, and Toxicology Management content:

- **IBM Micromedex Clinical Evidence Standard Package**
Delivers the most frequently accessed Micromedex evidence including critical drug information and tools to help improve patient safety:
 - Medication Management content for Quick Answers and In-Depth Answers. Tools for screening common drug interaction and IV compatibility scenarios. Mobile apps for on the go drug information, drug interaction and IV compatibility at the point of care.
 - Summary information to consider disease and condition treatments, evaluate lab information, manage medication toxicology, and consider alternative or herbal therapies. Please note, summary evidence is limited to Quick Answers and may not be suitable for all patient scenarios.
- **IBM Micromedex Clinical Evidence Plus Package**
 - Includes content available in the Standard Package and adds In-Depth Answers for expanded disease and condition management considerations. Also includes expanded drug interaction and IV compatibility scenarios for a complete evaluation of patient-specific considerations.
- **IBM Micromedex Clinical Evidence Premium Package**
The most comprehensive information set with evidence to evaluate broad patient considerations and complex clinical scenarios. Includes all content in the Standard and Plus packages and adds In-Depth Answers for all other information sets:
 - In-Depth toxicology information featuring POISINDEX to help manage harmful effects from ingredients found in commercial, pharmaceutical, and biological substances. Each substance is linked to information on range of toxicity, clinical effects, treatment protocols, differential diagnosis, patient monitoring and more.
 - In-Depth herbal and alternative therapy information for unique patient considerations to successfully blend therapies with conventional medicine to offer patients a full range of options and help optimize treatment outcomes.
 - Neonatal and Pediatric drug dosing information to help treat small and vulnerable patients and to help ensure proper off label medication use. Additional mobile apps are available to provide on the go information for Neonate and Pediatric patients.
- **DynaMed and Micromedex with Watson Package**
Provides a high value global solution which combines drug and disease content into a single source for evidence-based insights to help inform clinical decisions. Base modules include:
 - DynaMed, which is a product of EBSCO Publishing Inc., provides peer-reviewed clinical content, including systematic literature reviews in 28 specialties for comprehensive disease topics, health conditions, and abnormal findings to highly focused topics on evaluation, differential diagnosis and management.
 - DrugDex provides detailed drug information in Quick and In-Depth Answer format. This information is created and reviewed by international experts and provides evidence based, fully referenced, drug information on FDA and Non FDA uses, adverse effects and drug interactions. It is a compendium as defined by CMS that includes summaries of pharmacologic characteristics of each drug and biological. Information is provided on dosage and recommendation based on endorsed uses for specific diseases and indexed by drug or biological.
 - NeoFax and Pediatrics provides evidence-based drug information and ages specific drug dosing calculators and enteral formula nutritional information to support clinicians providing neonatal and pediatric care.
 - Complete IV Compatibility results are organized into separate tabs, so that Client can quickly access the route or method in which Client is interested. Compatibility is denoted by an icon and simple description.

- Complete Drug Interactions tool provides fast access to drug-drug, drug-food, drug-ethanol, drug-lab test reactions, drug tobacco, drug-pregnancy, and drug-lactation.
- Lab Recommendations provides laboratory test information including which tests are appropriate for a condition or diagnosis, guidance and information on interpreting test results, proper collection/storage/administration procedures, and relevant information for pharmacy personnel when monitoring patient drug levels, therapeutic levels, and possible side effects related to lab tests
- Additional Micromedex modules are available as add-on options.
- Supplemental terms and conditions applicable to DynaMed and Micromedex with Watson Package are set forth in Appendix A.
- IBM Micromedex Integrated Screening and Insights Package
 - Provides access to a selection of services that provide automated screening for comprehensive medication management data in a format that allows for integration into Client applications. Components include Medication Advisory Screening, IV Screening, Warning Labels, Images and Imprints, Drug Summary, and Medication Instructions.
- IBM Micromedex Summary Drug Disease Lab Infobutton
 - Provides a method of linking trusted Micromedex evidence for drug, disease, lab and clinical checklists directly into a host Health Information System (HIS) such as an electronic medical record (EMR), physician order entry system (POE), pharmacy system, or web portal.
- IBM Micromedex Summary Drug Physical Embedded Use
 - A database of brief clinical drug information written for health care professionals. This database can be embedded into decision support and other technology solutions to support medication management.

Individual Components

IBM Micromedex for HealthCare Centers content is also available as individual components of the Cloud Services:

a. Medication Management

- IBM Micromedex Standard Drug for Hospitals
- IBM Micromedex Expanded Drug for Hospitals
- IBM Micromedex Standard NeoFax and Pediatric Drug for Hospitals
- IBM Micromedex Standard NeoFax for Hospitals
- IBM Micromedex Standard Pediatric Drug for Hospitals
- IBM Micromedex Expanded Alternative Medicine for Hospitals
- Martindale for Hospitals
- Index Nominum for Hospitals
- IBM Micromedex Red Book Online for Hospitals
- IBM Micromedex Formulary Management for Hospitals
- Italian Drug Database for Hospitals
- IBM Micromedex Drug Images and Imprints for Hospitals
- IBM Micromedex with Watson Integrated Delivery for Hospitals
- IBM Micromedex Integrated Screening and Insights Package for Hospitals
- IBM Micromedex Summary Drug Disease Lab Infobutton for Hospitals
- IBM Micromedex Summary Drug Physical Embedded Use for Hospitals
- IBM Micromedex Standard Drug for Non Acute Satellite Care Centers
- IBM Micromedex Expanded Drug for Non Acute Satellite Care Centers
- IBM Micromedex Expanded Alternative Medicine for Non Acute Satellite Care Centers
- IBM Micromedex Standard NeoFax and Pediatric Drug for Non Acute Satellite Care Centers

- IBM Micromedex Standard NeoFax for Non Acute Satellite Care Centers
 - IBM Micromedex Standard Pediatric Drug for Non Acute Satellite Care Centers
 - Martindale for Non Acute Satellite Care Centers
 - Index Nominum for Non Acute Satellite Care Centers
 - IBM Micromedex RED BOOK Online for Non Acute Satellite Care Centers
 - IBM Micromedex Formulary Management for Non Acute Satellite Care Centers
 - Italian Drug Database for Non Acute Satellite Care Centers
 - IBM Micromedex Drug Images and Imprints for Non Acute Satellite Care Center
 - IBM Micromedex with Watson Integrated Delivery for Non Acute HC Centers
 - IBM Micromedex Integrated Screening and Insights Package for Non Acute Centers
 - IBM Micromedex Summary Drug Disease Lab Infobutton for Non Acute Centers
 - IBM Micromedex Summary Drug Physical Embedded Use for Non Acute Centers
- b. Disease and Condition Management
- IBM Micromedex Expanded Disease for Hospitals
 - IBM Micromedex Lab Recommendations for Hospitals
 - IBM Micromedex Expanded Disease for Non Acute Satellite Care Centers
 - IBM Micromedex Lab Recommendations for Non Acute Satellite Care Centers
 - IBM Micromedex with Watson Base Package for EBSCO for Hospital
 - IBM Micromedex with Watson Base Package for EBSCO for Provider
 - DynaMed and Micromedex with Watson Package for Hospital
 - DynaMed and Micromedex with Watson Package for Providers
 - Add-On DynaMed and Micromedex with Watson Platform for Hospital
 - Add-On DynaMed and Micromedex with Watson Platform for Providers
- c. Toxicology Management
- IBM Micromedex POISINDEX for Hospitals
 - Reproductive Effects for Hospitals
 - IBM Micromedex TOMES System for Hospitals
 - IBM Micromedex POISINDEX for Non Acute Satellite Care Centers
 - Reproductive Effects for Non Acute Satellite Care Centers
 - IBM Micromedex TOMES System for Non Acute Satellite Care Centers
- d. Patient Education
- IBM Micromedex CareNotes Online for Hospitals
 - IBM Micromedex CareNotes Integrated for Hospitals
 - IBM Micromedex Medication Essential Fact Sheet Online for Hospitals
 - IBM Micromedex Medication Instructions Online for Hospitals
 - IBM Micromedex CareNotes Online for Non Acute Satellite Care Center
 - IBM Micromedex CareNotes Ambulatory Online Content Only for Non Acute Satellite Care Center
 - IBM Micromedex Medication Essential Fact Sheet Online for Non Acute Satellite Care Center
 - IBM Micromedex Medication Instructions Online for Non Acute Satellite Care Center
 - IBM Micromedex Medication Essential Fact Sheet Integrated for Hospitals
 - IBM Micromedex Medication Instructions Integrated for Hospitals
 - IBM Micromedex CareNotes Integrated for Non Acute Satellite Care Center

- IBM Micromedex Medication Essential Fact Sheet Integrated for Non Acute Satellite Care Center
- IBM Micromedex Medication Instructions Integrated for Non Acute Satellite Care Center
- IBM Micromedex Complementary and Alternative Medicine for Patient for Hospitals
- IBM Micromedex Detailed Drug Information for Consumer for Hospitals
- IBM Micromedex Detailed Drug Information for Consumer for Non Acute Satellite Care Center
- IBM Micromedex Complementary and Alternative Medicine for Patient for Non Acute Satellite Care Center
- IBM Micromedex Drug Interactions Checker for Hospitals
- IBM Micromedex Drug Interactions Checker for Non Acute Satellite Care Center
- IBM Micromedex CareNotes Ambulatory Integrated Content Only for Non Acute Satellite Care Center

1.1.2 IBM Micromedex for Pharmaceutical Manufacturers

IBM Micromedex for Pharmaceutical Manufacturers is a role-based solution designed to meet specific needs around Pharmacovigilance, Medical Information, Encoding, Regulatory Affairs and Pharmaceutical Research and Marketing. It provides advanced search for drug information, drug results comparison, and data aggregation with other scientific resources.

IBM Micromedex for Pharmaceutical Manufacturers content is available as individual components of the Cloud Services:

- a. Medication Management
 - IBM Micromedex Pharmaceutical Knowledge for Global Use
 - IBM Micromedex Complete Drug Interactions for Pharmaceutical Manufacturers for Global Use
 - IBM Micromedex Complete IV Compatibility for Pharmaceutical Manufacturers for Global Use
 - IBM Micromedex Expanded Alternative Medicine for Pharmaceutical Manufacturers for Global Use
 - IBM Micromedex Standard NeoFax and Pediatric Drug for Pharmaceutical Manufacturers for Global Use
 - IBM Micromedex RED BOOK Online for Pharmaceutical Manufacturers for Global Use
 - IBM Micromedex Pharmaceutical Knowledge for Country Use
 - IBM Micromedex Complete IV Compatibility for Pharmaceutical Manufacturers for Country Use
 - IBM Micromedex Complete Drug Interactions for Pharmaceutical Manufacturers for Country Use
 - IBM Micromedex Expanded Alternative Medicine for Pharmaceutical Manufacturers for Country Use
 - IBM Micromedex Standard NeoFax and Pediatric Drug for Pharmaceutical Manufacturers for Country Use
 - IBM Micromedex RED BOOK Online for Pharmaceutical Manufacturers for Country Use
- b. Disease and Condition Management
 - IBM Micromedex Expanded Disease for Pharmaceutical Manufacturers for Global Use
 - IBM Micromedex Expanded Disease for Pharmaceutical Manufacturers for Country Use
- c. Toxicology Management
 - Reproductive Effects for Pharmaceutical Manufacturers for Global Use
 - IBM Micromedex POSINDEX Managements for Pharmaceutical Manufacturers for Global Use
 - Reproductive Effects for Pharmaceutical Manufacturers for Country Use
 - IBM Micromedex POISINDEX Managements for Pharmaceutical Manufacturers for Country Use

1.1.3 IBM Micromedex for Academic

IBM Micromedex for Academic is a collection of IBM Micromedex content available exclusively for use in teaching institutions and academic programs for the purpose of training students. The Cloud Service can be accessed through internet browsers or through mobile applications running on Android and IOS mobile devices.

Offering Packages

IBM Micromedex for Academic includes the following specialized, pre-defined packages combining Medication Management and Disease and Condition Management content:

- IBM Micromedex Academic Package – Classroom Use Only
Helps prepare students for clinical practice success by equipping them with the comprehensive, evidence-based clinical decision support resources commonly used in practice at hospitals nationwide. The Academic Package enhances Client's reference library with the tools students need to help pinpoint clinical answers:
 - A single source reference for medication safety, health and disease information, toxicology management, treatment and more
 - In-depth information on drug dosing and off-label use
 - IV compatibility and drug interactions tools
 - Pediatric and neonatal evidence for patient safety
 - Mobile access available through Android and IOS mobile devices.
- IBM Micromedex Academic Package – Preceptor Use
This package includes the same information sets included in the IBM Micromedex Academic – Classroom Use Only Package and extends access rights for Preceptors to facilitate student learning outcomes.

Individual Components

IBM Micromedex for Academic content is also available as individual components of the Cloud Service:

- a. Medication Management
 - Martindale for Academic – Classroom Use Only
 - Index Nominum for Academic – Classroom Use Only
 - IBM Micromedex RED BOOK Online for Academic – Classroom Use Only
 - Martindale for Academic – Preceptor Use
 - Index Nominum for Academic – Preceptor Use
 - IBM Micromedex RED BOOK Online for Academic – Preceptor Use
- b. Toxicology Management
 - Reproductive Effects for Academic – Classroom Use Only
 - Reproductive Effects for Academic – Preceptor Use

1.1.4 IBM Micromedex User Based

IBM Micromedex User Based is a subset of IBM Micromedex content for use by Clients preferring a limited number of Concurrent Users as a price metric. The Cloud Service can be accessed through internet browsers or mobile applications running on Android and IOS devices.

Offering Packages

IBM Micromedex User Based offers the following specialized, pre-defined packages combining Medication Management, Disease and Condition Management, and Toxicology Management content:

- IBM Micromedex Standard Package User Based
Delivers the most frequently accessed Micromedex evidence including critical drug information and tools to help improve patient safety:
 - Medication Management content for Quick Answers and In-Depth Answers. Tools for screening common drug interaction and IV compatibility scenarios. Mobile apps for on the go drug information, drug interaction and IV compatibility at the point of care.

- Summary information to consider disease and condition treatments, evaluate lab information, manage medication toxicology, and consider alternative or herbal therapies. Please note, summary evidence is limited to Quick Answers and may not be suitable for all patient scenarios.
- IBM Micromedex Plus Package User Based
 - Includes content available in the Standard Package and adds In-Depth Answers for expanded disease and condition management considerations. Also includes expanded drug interaction and IV compatibility scenarios for a complete evaluation of patient-specific considerations.
- IBM Micromedex Complete Package User Based

The most comprehensive information set with evidence to evaluate broad patient considerations and complex clinical scenarios. Includes all content in the Standard and Plus packages and adds In-Depth Answers for all other information sets:

 - In-Depth toxicology information featuring POISINDEX to help manage harmful effects from ingredients found in commercial, pharmaceutical, and biological substances. Each substance is linked to information on range of toxicity, clinical effects, treatment protocols, differential diagnosis, patient monitoring and more.
 - In-Depth herbal and alternative therapy information for unique patient considerations to successfully blend therapies with conventional medicine to offer patients a full range of options and help optimize treatment outcomes.
 - Neonatal and Pediatric drug dosing information to help treat small and vulnerable patients and to help ensure proper off label medication use. Additional mobile apps are available to provide on the go information for Neonate and Pediatric patients.
- IBM Micromedex Integrated Screening Insights Package User Based
 - Provides access to a selection of services that provide automated screening for comprehensive medication management data in a format that allows for integration into Client applications. Components include Medication Advisory Screening, IV Screening, Warning Labels, Images and Imprints, Drug Summary, and Medication Instructions.
- IBM Micromedex Summary Drug Disease Lab Infobutton User Based
 - Provides a method of linking trusted Micromedex evidence for drug, disease, lab and clinical checklists directly into a host HIS, such as an EMR, POE, pharmacy system, or web portal.
- IBM Micromedex Summary Drug Physical Embedded User Based
 - A database of brief clinical drug information written for health care professionals. This database can be embedded into decision support and other technology solutions to support medication management.

Individual Components

IBM Micromedex User Based content is also available as individual components of the Cloud Service:

- a. Medication Management
 - IBM Micromedex with Watson Standard Drug User Based
 - IBM Micromedex with Watson Expanded Drug User Based
 - IBM Micromedex Complementary and Alt Medicine User Based
 - IBM Micromedex Alternative Medicine for the Patient User Based
 - IBM Micromedex Alternative Medicine Interactions User Based
 - IBM Micromedex Alternative Medicine Protocols User Based
 - IBM Micromedex Complete Drug Interactions User Based
 - IBM Micromedex Complete IV Compatibility User Based
 - IBM Micromedex Drug Identification User Based
 - IBM Micromedex Drugdex User Based
 - IBM Micromedex Formulary Management User Based
 - IBM Micromedex Formulary Considerations User Based

- IBM Micromedex Formulary Status User Based
 - IBM Micromedex In Depth Alternative Medicine Information User Based
 - Index Nominum User Based
 - IBM Micromedex Lab Recommendations User Based
 - Martindale User Based
 - Material Safety Data Sheets User Based
 - IBM Micromedex Medication Instructions User Based
 - IBM Micromedex RED BOOK Online User Based
 - IBM Micromedex Standard Neofax User Based
 - IBM Micromedex Standard Pediatric Drug User Based
 - IBM Micromedex NeoFax & Pediatrics User Based
 - IBM Micromedex TOMES System User Based
 - IBM Micromedex with Watson Integrated Delivery User Based
 - IBM Micromedex Integrated Screening Insights Package User Based
 - IBM Micromedex Summary Drug Disease Lab Infobutton User Based
 - IBM Micromedex Summary Drug Physical Embedded Use User Based
- b. Disease and Condition Management
- IBM Micromedex Disease Emergency Medicine User Based
 - IBM Micromedex Disease General Medicine User Based
 - IBM Micromedex Expanded Disease User Based
- c. Toxicology Management
- IBM Micromedex POISINDEX User Based
 - IBM Micromedex POISINDEX Managements User Based
 - Reproductive Effects User Based
- d. Patient Education
- IBM Micromedex CareNotes Online User Based
 - IBM Micromedex Detailed Drug Information for Consumer User Based

1.1.5 IBM Micromedex RED BOOK™ Local Feature

IBM Micromedex RED BOOK Local Feature provides database files in electronic download format ("RED BOOK Databases") for the purpose of integrating the content directly into the Client's Health Information Systems (HIS). RED BOOK Databases provide prices and descriptions for prescription and over-the-counter pharmaceuticals, chemicals used for compounding, and medical devices and supplies.

RED BOOK Databases are delivered through a secure download site and are available in a variety of file formats. Client can choose the preferred electronic format and the frequency of update for the database content when acquiring the service.

IBM Micromedex RED BOOK Local Feature is available in the following specialized content packages:

- RED BOOK CPT Code Expanded Mapping
- RED BOOK Advanced Monthly
- RED BOOK Advanced Weekly
- RED BOOK Historical Pricing
- RED BOOK Expanded Weekly
- RED BOOK Expanded Monthly
- RED BOOK Expanded Quarterly
- RED BOOK Select Weekly
- RED BOOK Select Monthly

- RED BOOK Select Quarterly
- RED BOOK J-Code Standard Quarterly
- RED BOOK J-Code Expanded Quarterly

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://ibm.com/dpa/dpl> apply.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=BD38F5D0795411E7ACE8EE5CF6073F72>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at https://www.ibm.com/software/support/saas_support_overview.html.

Availability	Credit (% of monthly subscription fee*)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 95.0%	10%

* The subscription fee is the contracted price for the month which is subject to the claim.

3.2 Technical Support

Technical and content support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at https://www-01.ibm.com/software/support/watsonhealth/truven_support.html. Technical and content support is offered with the Cloud Service and is not available as a separate offering.

4. Charges

4.1 Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- Concurrent User is the number of users simultaneously accessing the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) at any particular point in time. A person who is simultaneously accessing the Cloud Service multiple times counts only as a single Concurrent User.
- Employee is a unique person employed in or otherwise paid by or acting on behalf of Client's Enterprise, whether or not given access to the Cloud Services.
- Location is a single physical site corresponding with a business address for such physical site accessing the Cloud Services.

- Staffed Bed is a bed that is available for which health care provider staff is available to attend to a patient who is or may occupy the bed as reported in the most recent data from the CMS Medicare Cost Report published by Definitive Healthcare, LLC.
- Healthcare Provider is a healthcare institution or a person of a healthcare team rendering healthcare services for the maintenance or improvement of a person's physical or mental health managed, processed or tracked by the Cloud Services.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service. An Item is a unique IBM Micromedex RED BOOK Local Feature database file.

5. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.

5.1 Enabling Software

The Cloud Service contains the following Enabling Software:

- IBM Micromedex Integration Component is a URL-Based Application Programming Interface (API) via Integrated Proxy Server:
 - Provides the ability to search within the Integrated CareNotes application.
 - Supports patient specific requests with protected health information (PHI).
 - PHI and barcodes can be incorporated in the document header or footer output.
 - Provides the content in Adobe® Acrobat® PDF format.
 - Creates an audit trail of the education titles provided in an HL7 output log.

5.2 IBM Micromedex CareNotes and IBM Micromedex Medication

For IBM Micromedex CareNotes and IBM Micromedex Medication content Client has the right to:

- a. distribute copies of the documents produced using the Cloud Service to patients as either a reasonable number of printed copies per patient, or an electronic copy made accessible to the patient in connection with their normal non-commercial activities; and
- b. modify information content within the functionality of the Cloud Service.

Protected Health Information and Business Associate Agreement

Protected health information (as defined in the Health Insurance Portability and Accountability Act of 1996, as amended) ("PHI") may be used with IBM Micromedex CareNotes and IBM Micromedex Medication provided that a Business Associate Agreement ("BAA") exists between IBM and Client, and any processing and handling of such PHI will be in accordance with that BAA. For the offerings listed below, if Client does not have a BAA with IBM, the following BAA applies and is incorporated herein by reference: [http://www-03.ibm.com/software/sla/sladb.nsf/pdf/7356-04/\\$file/i126-7356-04_12-2019_en_US.pdf](http://www-03.ibm.com/software/sla/sladb.nsf/pdf/7356-04/$file/i126-7356-04_12-2019_en_US.pdf).

- **IBM Micromedex for HealthCare Centers**
 - IBM Micromedex CareNotes Online for Hospitals
 - IBM Micromedex CareNotes Integrated for Hospitals
 - IBM Micromedex Medication Essential Fact Sheet Online for Hospitals
 - IBM Micromedex Medication Instructions Online for Hospitals
 - IBM Micromedex CareNotes Online for Non-Acute Satellite Care Center
 - IBM Micromedex CareNotes Ambulatory Online Content Only for Non-Acute Satellite Care Center
 - IBM Micromedex Medication Essential Fact Sheet Online for Non-Acute Satellite Care Center
 - IBM Micromedex Medication Instructions Online for Non-Acute Satellite Care Center
 - IBM Micromedex Medication Essential Fact Sheet Integrated for Hospitals
 - IBM Micromedex Medication Instructions Integrated for Hospitals
 - IBM Micromedex CareNotes Integrated for Non-Acute Satellite Care Center

- IBM Micromedex Medication Essential Fact Sheet Integrated for Non-Acute Satellite Care Center
- IBM Micromedex Medication Instructions Integrated for Non-Acute Satellite Care Center
- IBM Micromedex Complementary and Alternative Medicine for Patient for Hospitals
- IBM Micromedex Detailed Drug Information for Consumer for Hospitals
- IBM Micromedex Detailed Drug Information for Consumer for Non-Acute Satellite Care Center
- IBM Micromedex Complementary and Alternative Medicine for Patient for Non-Acute Satellite Care Center
- IBM Micromedex CareNotes Ambulatory Integrated Content Only for Non-Acute Satellite Care Center
- **IBM Micromedex User Based**
 - IBM Micromedex CareNotes Online User Based
 - IBM Micromedex Detailed Drug Information for Consumer User Based

5.3 IBM Micromedex RED BOOK

IBM Micromedex RED BOOK may only be used as a referential look-up tool, and not for an automated claims processing system. The prices contained in IBM Micromedex RED BOOK are based on data reported by pharmaceutical manufacturers. IBM has not performed any independent analysis of the actual prices paid by wholesalers and providers in the marketplace. Thus, actual prices paid by wholesalers and providers may well vary from the prices contained in this database and all prices are subject to change without notice. IBM does not warrant the accuracy of the database contents or the pricing information.

For IBM RED BOOK Local Feature, Client has the right to modify the RED BOOK Databases solely for the purpose of integrating the content into the Client's HIS.

5.4 IBM Micromedex Formulary Management

Client has the right to modify the content within the functionality of the IBM Micromedex Formulary Management Cloud Service ("Formulary Work Product") and to provide such copies of the Formulary Work Product to Client's authorized users for Client's own internal uses only, in accordance with Client's POE and/or Transaction Documents.

5.5 IBM Micromedex Consumer Health Education

For the purpose of making IBM Micromedex Consumer Health Education content available to consumers, Client may either host the content on Client's servers that it owns or controls, or link to the content residing on IBM servers. Client may not alter, modify or delete the content and will be solely responsible for all costs associated with the implementation, integration, hosting and/or linking of the content. Client may permit consumers to access and use the content in connection with their normal non-commercial activities. Except as provided above, Client and consumers will not use the content for any other purpose.

5.6 Academic Programs

IBM Micromedex for Academic is intended solely for demonstration purposes, for the purpose of training students in the use of the content, and for clinical or emergency response services if the user is not compensated in any way for providing such services. IBM Micromedex for Academic is to be used under the supervision of Client's teaching staff. IBM Micromedex for Academic cannot be used to replace or supplement other IBM Micromedex offerings for productive use within a hospital facility.

5.7 Academic Experiential Learning Programs

For Academic Experiential Learning Programs, access to IBM Micromedex for Academic is intended to support and inform preceptor use with actively enrolled students at subscribing institutions. Preceptors can only utilize these resources to facilitate student learning outcomes. Access to IBM Micromedex for Academic cannot be used to replace or supplement other IBM Micromedex offerings intended for productive use, and should not be used by preceptors for commercial purposes.

5.8 Trademarks

Android is a trademark of Google LLC.

IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

6. Overriding Terms

6.1 Processing of Personal Data

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties:

This Cloud Service is not currently designed to process any personal data subject to the GDPR or other data protection laws identified at <http://ibm.com/dpa/dpl> and as such, the DPA and any applicable DPA Exhibit(s) are out of scope for the Cloud Services. Client warrants that no personal data subject to GDPR or other data protection laws identified at <http://ibm.com/dpa/dpl> is or will be contained in Content or provided to IBM as a Processor on behalf of the Client as part of the Cloud Service provision.

6.2 Client Acknowledgements

The following prevails over anything to the contrary in the General section, of the base Cloud Service terms between the parties: Client understands and agrees that IBM is not engaged in the practice of medicine and that products or deliverables are information tools only and are not a substitute for competent medical advisors. Only authorized users who are competent healthcare professionals who rely on their clinical discretion and judgement in diagnosis and treatment may use the content for medical diagnosis or treatment purposes. All medical practice management and patient care decisions made in which such products or deliverables may be used are exclusively the responsibility of Client and its Authorized Users. Client acknowledges and agrees that IBM has no liability whatsoever for any and all claims that any improper medical treatment resulted from or arose out of use or reliance upon any product or deliverables.

Supplemental Terms and Conditions for DynaMed and Micromedex with Watson

Supplemental terms and conditions applicable to DynaMed and Micromedex with Watson are set forth below:

1. **Materials**

For any literary works or other works of authorship (e.g., documentation, reports, and similar works) that Client may receive related to its access to DynaMed and Micromedex with Watson (Materials), Client agrees to reproduce the copyright notice and any other legend of ownership on any copies of the Materials to preserve EBSCO's and IBM's ownership and other rights related to the Materials.

2. **Liability**

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