



RFT Clinical Education Terms and Conditions

1. SCOPE

- 1.1. Training is based on a standard Monday – Friday work week and takes place between the hours of 6:30am – 7:30pm local facility time with a break (typically between 12pm and 2pm) unless otherwise agreed to in writing.
- 1.2. If the site has purchased the Quality Dashboards add-on module, a Quality Dashboard training session will be added to each training schedule.
- 1.3. All trainings include:
 - Instructor led classes (unless otherwise stated, training includes (1) instructor)
 - Administrator session(s)
 - Remote learning access (web-based training and training videos)
 - Clinical Competency checklists
 - On-site Go-live support
 - 30-60-90-120 day follow-up
- 1.4. In addition to the above, Refresher training also includes:
 - Workflow assessment with best practices recommendations
 - Train-the-trainer training
 - Alarm reports assessment and troubleshooting with recommendations to reduce user error alarms
- 1.5. Excluded from these terms and conditions is hardware installation, IT/Network configuration, non-standard language services, and any other services not expressly listed within this agreement or the scope of work.

2. PRICING AND DELIVERY

- 2.1. On-site and virtual training options are available.
- 2.2. Web-based training is available to the Customer upon receipt of the purchase order.
- 2.3. Customer may purchase additional go-live support beyond what is included in the standard training packages. This option is subject to RFT availability and scheduling restraints.
- 2.4. If the Customer's training schedule spans outside the standard service hours, includes weekend / holiday hours, or high cost travel locations, incremental fees may apply and will be the responsibility of the customer.
- 2.5. Training Tiers packages include the following:
 - 2.5.1. **TIER 1 (1-40 users)**
 - (2) consecutive days of on-site training and go-live support
 - (5) user classes
 - (1) administrator class
 - 2.5.2. **TIER 2 (41-120 users)**
 - (3) consecutive days of on-site training and go-live support
 - (15) user classes
 - (1) administrator class
 - 2.5.3. **TIER 3 (121-240 users)**
 - (4) consecutive days of on-site training and go-live support
 - (20) user classes
 - (2) administrator class



2.5.4. TIER 4 (241-350 users)

- (3) consecutive days of on-site training and go-live support with (2) instructors
- (30) user classes
- (2) administrator class

2.5.5. TIER 5 (351-450 users)

- (4) consecutive days of on-site training and go-live support with (2) instructors
- (40) user classes
- (3) administrator class

2.5.6. TIER 6 (451-600 users)

- (5) consecutive days of on-site training and go-live support with (2) instructors
- (50) user classes
- (3) administrator class

2.5.7. For facilities with more than 600 users, special pricing is available for staff beyond 600

3. SCHEDULING AND COORDINATION

- 3.1. Training dates should be scheduled a minimum of four (4) weeks prior to the start date.
- 3.2. Customer must notify RFT Clinical Education of any changes at least ten (10) business days in advance. Any changes made less than ten (10) days in advance may incur rescheduling fees and/or additional on-site day charges if coverage must be extended. The fees will be billed at the current rate and will be the responsibility of the customer.
- 3.3. If on-site go-live support requires additional days due to facility complexity (i.e.: number of units, floors, doors, elevators, etc...) or customer driven delays, those days will be billed at the then current daily rate.

4. CUSTOMER RESPONSIBILITIES

- 4.1. Customer will provide a single point of contact to coordinate logistics, rosters, and ensure participant availability per the agreed schedule.
- 4.2. Customer is responsible for providing accurate user counts and lists, facility details, role mapping, and technical readiness.
- 4.3. Customer agrees to ensure staff attendance, leadership communications, and access to necessary systems, equipment and spaces.
- 4.4. Customer will provide training room(s) and AV equipment for each training session.