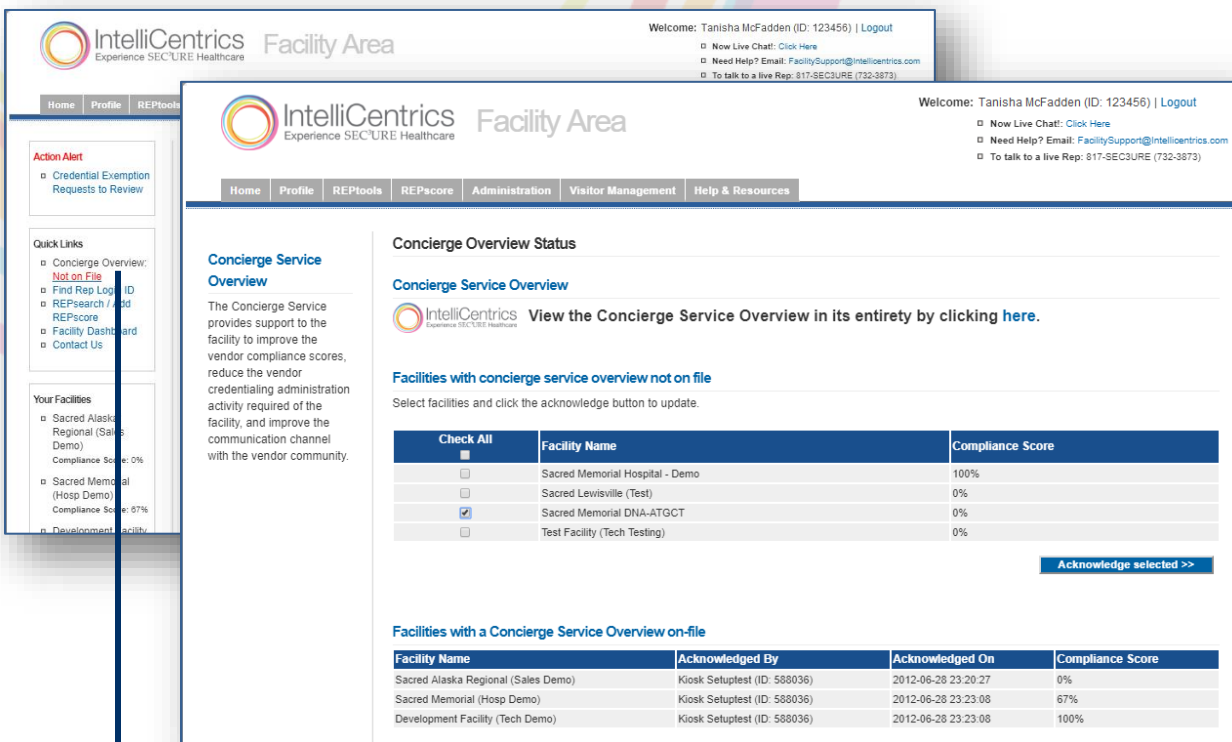


SEC³URE Facility Administrator | Sign Concierge Overview

How to access and acknowledge the SEC³URE concierge service overview:

The Concierge Overview is an agreement that permits IntelliCentrics to send emails on the facilities behalf. To access this document, look for *Concierge Overview* in the Quick Links section of the SEC³URE Home page and then select the red **Not on File** link.



IntelliCentrics Facility Area
Welcome: Tanisha McFadden (ID: 123456) | Logout

Now Live Chat: [Click Here](#)
Need Help? Email: FacilitySupport@IntelliCentrics.com
To talk to a live Rep: 817-SEC3URE (732-3873)

Concierge Service Overview

The Concierge Service provides support to the facility to improve the vendor compliance scores, reduce the vendor credentialing administration activity required of the facility, and improve the communication channel with the vendor community.

Concierge Overview Status

Concierge Service Overview

View the Concierge Service Overview in its entirety by clicking [here](#).

Facilities with concierge service overview not on file

Select facilities and click the acknowledge button to update.

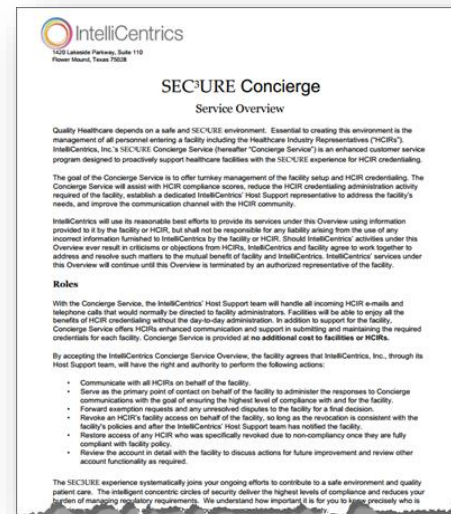
Check All	Facility Name	Compliance Score
☐	Sacred Memorial Hospital - Demo	100%
☐	Sacred Lewisville (Test)	0%
☒	Sacred Memorial DNA-ATGCT	0%
☐	Test Facility (Tech Testing)	0%

[Acknowledge selected >>](#)

Facilities with a Concierge Service Overview on-file

Facility Name	Acknowledged By	Acknowledged On	Compliance Score
Sacred Alaska Regional (Sales Demo)	Kiosk SetupTest (ID: 588036)	2012-06-28 23:20:27	0%
Sacred Memorial (Hosp Demo)	Kiosk SetupTest (ID: 588036)	2012-06-28 23:23:08	67%
Development Facility (Tech Demo)	Kiosk SetupTest (ID: 588036)	2012-06-28 23:23:08	100%

Quick Links: **Concierge Overview**



SEC³URE Concierge Service Overview

Quality Healthcare depends on a safe and SEC³URE environment. Essential to creating this environment is the management of all personnel entering a facility including the Healthcare Industry Representatives ("HCIR"). IntelliCentrics, Inc.'s SEC³URE Concierge Service (hereafter "Concierge Service") is an enhanced customer service program designed to proactively support healthcare facilities with the SEC³URE experience for HCIR credentialing.

The goal of the Concierge Service is to offer turnkey management of the facility setup and HCIR credentialing. The Concierge Service will assist with HCIR compliance scores, reduce the HCIR credentialing administration activity required of the facility, establish a dedicated IntelliCentrics Host Support representative to address the facility's needs, and improve the communication channel with the HCIR community.

IntelliCentrics will use its reasonable best efforts to provide its services under this Overview using information provided to it by the facility or HCIR, but shall not be responsible for any liability arising from the use of any incorrect information furnished to IntelliCentrics by the facility or HCIR. Should IntelliCentrics' activities under this Overview ever result in criticisms or objections from HCIRs, IntelliCentrics and facility agree to work together to address and resolve such matters to the mutual benefit of facility and IntelliCentrics. IntelliCentrics' services under this Overview will continue until this Overview is terminated by an authorized representative of the facility.

Roles

With the Concierge Service, the IntelliCentrics' Host Support team will handle all incoming HCIR e-mails and telephone calls that would normally be directed to facility administrators. Facilities will be able to enjoy all the benefits of HCIR credentialing without the day-to-day administration. In addition to support for the facility, Concierge Service offers HCIRs enhanced communication and support in submitting and maintaining the required credentials for each facility. Concierge Service is provided at no additional cost to facilities or HCIRs.

By accepting the IntelliCentrics Concierge Service Overview, the facility agrees that IntelliCentrics, Inc., through its Host Support team, will have the right and authority to perform the following actions:

- Communicate with all HCIRs on behalf of the facility.
- Serve as the primary point of contact on behalf of the facility to administer the responses to Concierge communications with the goal of ensuring the highest level of compliance with and for the facility.
- Forward exemption requests and any unresolved disputes to the facility for a final decision.
- Revoke an HCIR's facility access on behalf of the facility, so long as the revocation is consistent with the facility's policies and after the IntelliCentrics' Host Support team has notified the facility.
- Restore access of any HCIR who was specifically revoked due to non-compliance once they are fully compliant with facility policy.
- Review the account in detail with the facility to discuss actions for future improvement and review other account functionality as required.

The SEC³URE experience systematically joins your ongoing efforts to contribute to a safe environment and quality patient care. The intelligent concierge circles of security deliver the highest levels of compliance and reduces your burden of managing the facility requirements. We understand how important it is for you to know precisely who is

On the *Concierge Overview Status* page, click the blue **here** link to open and read the *SEC³URE Concierge Service Overview* document.

To accept the agreement, return to the *Concierge Overview Status* page:

☒ **Select the facility > Acknowledge Selected >>**