

TrakCare Products

These TrakCare Product Terms & Conditions apply to the products listed below when licensed based on Facility Classes and Concurrent Users. The TrakCare family of products consists of **Foundation Products** and **Extension Products**. Each TrakCare installation must have at least one Foundation Product and may have one or more Extension Products that are used in conjunction with Foundation Products. Extension Products cannot be used without an associated Foundation Product.

TrakCare products rely on two core capabilities that are included in the Foundation Products and are automatically used wherever needed throughout the system: the Electronic Patient Record and the Master Patient Index.

The **Electronic Patient Record (EPR)** captures the continuum of clinical and administrative information about a patient and contains patient demographics, medical history, previous admission, surgery and obstetric information. The medical history includes allergies, disease, family and social history. The EPR is automatically populated by relevant data entered anywhere within TrakCare or via integration with other healthcare applications.

The **Master Patient Index (MPI)** enables healthcare organizations to record an extensive range of socio-demographic information about a patient. Each patient is uniquely identified, enabling information to be efficiently organized, patients to be tracked across the organization, and information to be easily extracted when needed.

Foundation Products

TrakCare Patient Administration Systems (PAS) Foundation provides core administrative management functionality for all patient populations. It includes inpatients, outpatients, medical records management with coding, and an administrative patient record with allergies, alerts, diagnosis entry, episode lists, order history, and patient history. Comprehensive admission, discharge, transfer, resource scheduling, and appointment booking as well as loan equipment functionality are key features.

TrakCare Clinical Information Systems (CIS) Foundation delivers the core functionality required for clinical patient management. It includes: care provider work lists and workbenches; clinical pathways; care planning and documentation; vaccinations; Active Clinical Notes, which presents a problem-oriented and timeline-based view of patient encounters; and a clinical electronic patient record with observations and doctor and nurse assessments. CIS enables care providers to organize and manage their daily work beginning with identification of what is being done and remains to be done for a patient under care, determining the patients' current status, and taking action and documenting new care activity.

Administrative Extension Products

Prerequisites: All Administrative Extension Products require TrakCare PAS Foundation.

TrakCare Community Health gives healthcare professionals the tools needed to provide community-based patients/clients with the highest quality of care. It includes event management, contacts, loan equipment, brokerage, multi-disciplinary team support, and support for visiting nurses. *Additional Prerequisites: CIS Foundation, Referrals and Waiting List, Discharge Summary and Ordering and Results Communications*

TrakCare Emergency Department facilitates efficient triaging and treatment of patients during an emergency attendance. It performs registration, movement and capture of care interventions, and ensures coordination and efficient management of emergency rooms, resources and clinical staff. It also supports Major Incidents. *Additional Prerequisites: CIS Foundation, Discharge Summary and Ordering and Results Communications*

TrakCare Referral and Waiting List Management is used to create, receive, review/triage, and process electronic and paper-based referrals from external and internal sources and to manage waiting lists.

TrakCare Patient Billing enables staff to coordinate and manage bills for different patient types and services. It includes payor policy coverage, recording charges, raising invoices, adjustments, deposits, and debtors.

TrakCare Mental Health Administration provides clinical and administrative functionality to record, track, manage and keep a history of a patient's legal status including recording detainment for assessment and/or treatment, consent status, forms and reviews specific to government regulations.

Clinical and Departmental Extension Products

Prerequisites: All Clinical and Departmental Extension Products require TrakCare CIS Foundation.

TrakCare Discharge Summary simplifies the process of providing relevant clinical information for the continuation of care when a patient transitions from one provider or care setting to another. *Additional Prerequisites: Full functionality requires Medication Management*

TrakCare Ordering and Results Communications provides an efficient and safe mechanism for ordering diagnostic tests, treatments, and other clinical interventions or services together with functionality to document and share results or interpretations issued against an order. Medication prescription is not included.

TrakCare Oncology supports the treatment and management of oncology patients through enhanced tumor staging and oncology-specific interactive clinical pathways and care plans. Supports multi-disciplinary teams and oncology appointment booking. *Additional Prerequisites: Full functionality requires PAS Foundation, Ordering and Results Communications, and Advanced Medication Management*

TrakCare Radiology streamlines the work processes of a medical imaging department, allowing for easy and efficient order processing, authorization, and scheduling. It also provides capture of pre- and post-examination details, results reporting, transcription, verification and distribution. *Additional Prerequisites: Full functionality requires PAS Foundation and Ordering and Results Communications*

TrakCare Operating Theater enables efficient coordination and management of theater rooms, resources and clinical staff and provides easy to use documentation tools for recording pre-operative, intra-operative, and post-operative surgical and anesthetic case details. *Additional Prerequisites: Full functionality requires PAS Foundation and Ordering and Results Communications.*

TrakCare Maternity dynamically records administrative and clinical data during the antenatal, intra-partum, and postnatal periods of a pregnancy. *Additional Prerequisites: Full functionality requires PAS Foundation and Ordering and Results Communications*

TrakCare ICU provides functionality dedicated to ICU departments including ICU flow sheets for charting and a series of ICU specific assessments. *Additional Prerequisites: Device connectivity software. Full functionality requires Medication Management and Ordering and Results Communications*

TrakCare Anesthesia delivers a comprehensive anesthetic record of all activity for a procedure during which the patient is anesthetized, including note taking, progressive one-touch medication administration, and flow sheets. *Additional Prerequisites: Device connectivity software*

TrakCare Advanced Medication Management brings together patient data and decision support capabilities to enable safe and efficient electronic prescribing and administration. It includes chemotherapy, sequence plan, order set narratives, ad mixtures, and ordering by pharmacological category.

TrakCare Pharmacy supports the dispensing activities of non-retail pharmacy departments within hospitals, including prescription/medication review, controlled drugs, drug manufacture, dispensing to meet clinical intent, and stock management.

Additional Extension Products

Prerequisites: Additional Extension Products require TrakCare PAS Foundation or TrakCare CIS Foundation.

TrakCare Remote enables use of TrakCare in remote locations where connectivity to a central TrakCare system may be limited or uneconomical. Data for specific patients can be downloaded to a remote system, viewed and updated locally using the full power of TrakCare, and then returned to the central system. TrakCare Remote includes a base component for the central TrakCare system as well as a component for each connected remote system. A remote system can have 1 – 5 users and hold up to 1000 downloaded records.

TrakCare Active Decision Support provides a fully integrated decision engine for creating user-defined targeted rules that drive decision support actions within TrakCare.

TrakCare Personal Community is a comprehensive patient engagement solution, based on InterSystems HealthShare technology, with automatic links to TrakCare data. (Use with non-TrakCare data requires an additional HealthShare license.)

TrakCare Extended Analytics provides near real-time access to management and performance information through graphs and dashboards operating on the built-in TrakCare analytics data model. Based on InterSystems DeepSee active analytics technology, Extended Analytics includes predefined key performance indicators and dashboards for clinical and administrative data throughout the TrakCare system.

TrakCare Government Standards modules assist customers in producing government reports, connecting to key government applications and systems, and fulfilling other government mandates. Each module includes a country-specific list of reports, interfaces and other capabilities.

TrakCare EPR Connectivity is used to connect third-party information systems, and devices to TrakCare. EPR Connectivity includes a base component as well as a per-interface component for each connected application. EPR Connectivity includes the full range of TrakCare HL7 message types and the TrakCare Healthcare Messaging Framework for generating and consuming CDA in support of standards-based interoperability.

TrakCare Specialty Interfaces connect TrakCare with specialized data sources such as third-party clinical content.

TrakCare Additional Reports / Dashboards enables the purchase of client-specific reports or dashboards, developed by InterSystems, to supplement those provided as part of TrakCare. Typical reports or dashboards are provided on a fixed-price basis. More complex reports or dashboards will be quoted upon request.

Specialty Starter Sets are designed to accelerate TrakCare implementation with example content tailored to the needs of clinical specialties. Starter Sets may include forms, favorites, order sets, nursing care plans, pathways, patient education materials, and images, which can be tailored to meet individual customer needs and validated by the customer prior to use.

Types of Licenses

TrakCare products are licensed as either a Paid-up license or on a subscription basis (both are referred to as “Licenses”).

A “**Subscription License**” does not have a specified term and includes the right to use the software and to receive InterSystems Software Updates and Technical Assistance.

A “**Paid-up License**” has a term of 30 years. Software Updates and Technical Assistance must be purchased separately.

License Size

TrakCare Licenses are sized based on two metrics: the size of the **Facility** where the TrakCare product is being used and the number of **Concurrent Users** that may use such TrakCare Product.

Facility Class. A Facility is typically a hospital together with associated remote inpatient facilities (each with fewer than 100 beds) and outpatient clinics, although the determination of what constitutes a Facility is solely at InterSystems’ discretion. If a TrakCare product (installed on one or more computers) serves multiple Facilities, then all such Facilities will be counted when determining the License size. TrakCare products are licensed to be used in a specified Facility or Facilities and may not be transferred to another Facility.

The sizing of a TrakCare License is based on the “**Facility Class.**” The Facility Class for TrakCare Foundation Products are generally determined in accordance with the following tables. For Extension Products, the Facility Class is the same as that of the underlying Foundation Product. The determination of Facility Class is solely at InterSystems’ discretion.

Foundation Product	Facility Class Determined By
TrakCare Clinical Foundation	Hospital Beds or Outpatient Visits, whichever is larger
TrakCare PAS Foundation	Hospital Beds or Outpatient Visits, whichever is larger

Facility Class	Hospital Beds	Outpatient / Emergency Visits (Annual)
1	Under 250	Under 200,000
2	250 – 499	200,000 – 399,999
3	500 – 749	400,000 – 599,999
4	750 – 999	600,000 – 799,999
5	1000 – 1249	800,000 – 999,999
6	1250 – 1499	1,000,000 – 1,199,999

For Facilities larger than Class 6, contact InterSystems.

Concurrent Users. In addition to Facility Class, each License for a TrakCare product is measured by the number of “**Concurrent Users**” who access the TrakCare product in that Facility. Each TrakCare License must be large enough to accommodate the maximum number of users that access TrakCare *at one time*.

When counting Concurrent Users, each person connecting from a single device counts as one user. A person connecting from multiple devices simultaneously counts as multiple users. A user can have multiple (up to twelve) concurrent connections or processes. In addition to people, each device (other than standard computer peripherals) counts as one user. For instance, each medical device, scientific instrument, piece of factory equipment, or interface that uses TrakCare counts as a user. People or devices count as users whether they connect to TrakCare directly or indirectly. If connection pooling or other hardware or software is used to multiplex access to TrakCare, each person or device still counts as an individual user.

Minimum Concurrent User Size

Licenses for TrakCare products are subject to the minimum Concurrent User count set forth below for each Facility.

Product	Minimum Concurrent User Size
TrakCare PAS Foundation	100 Concurrent Users
TrakCare Clinical Foundation	100 Concurrent Users
PAS + Clinical Foundation	200 Concurrent Users

Where more than one Facility is licensed, the above minimum Concurrent User size shall apply to each Facility.

InterSystems IRIS, HealthShare, Ensemble or Caché Licenses Required

An InterSystems IRIS, HealthShare, Ensemble or Caché license is required to run TrakCare products. Such license is application specific (i.e., the underlying InterSystems product may only be used internally to run the licensed TrakCare product).

Upgrades and Transfers

Upgrades. If the End User's usage of a TrakCare product changes, an upgrade to a larger Facility Class or Concurrent User count may be required. A Paid-up or Subscription License can be upgraded to a larger Facility Class or Concurrent User count by paying the difference in License, Subscription, Software Update, and/or Technical Assistance Fees between the two Licenses, based on the prices and policies at the time of the upgrade. A Subscription License can be downgraded to a smaller Facility Class or Concurrent User count unless a specified term has been agreed in advance. A Paid-up License cannot be downgraded.

Transfers. Licenses for TrakCare products are platform-independent and, provided that they are covered by an active Subscription License or by Software Updates, can be transferred at no charge to any other supported platform. Professional services to assist with such a transfer (including the transfer of the underlying Caché, Ensemble or HealthShare product) are not included and are available at an additional charge.

Product Support

InterSystems offers two types of Product Support: Software Updates and Technical Assistance.

The **Software Updates** program provides free updates to new software versions.

The **Technical Assistance** program provides assistance via telephone, fax, or email for problem resolution during normal business hours; emergency assistance 24 hours/day, 7 days/week; and problem updates via email.

Requirements. Participation in the Software Updates program is a prerequisite for Technical Assistance. Product Support is only available for current releases of each product. On-site software installation is not included in Product Support or License Fees. First year Software Updates and Technical Assistance coverage is required for all new Paid-up Licenses. If any TrakCare License is covered by Software Updates or Technical Assistance, then all systems running a TrakCare product that are actively used by the End User must be covered. Software Updates and Technical Assistance charges commence seven days after shipment and 30 days' advance notice is required to terminate coverage.

Reinstatement of Product Support. To initiate Software Updates and Technical Assistance coverage for a Paid-up License that is not currently covered, a reinstatement fee of two times the missed fees (at list price using the pricing in effect at the time of the reinstatement) is charged.

The limited warranty accompanying each License does not include Software Updates or Technical Assistance coverage.

Information Sharing

Information that is subject to privacy or security laws or regulations or to other confidentiality obligations, including, but not limited to, any personal, sensitive, or confidential information, must only be transmitted to or shared with InterSystems in accordance with (i) applicable laws, regulations and confidentiality obligations and (ii) the [InterSystems Information Sharing Terms](#), which is available on the [InterSystems CyberSecurity](#) website. These terms and conditions ensure the appropriate protections for and the necessary safeguards surrounding the transmission and sharing of personal, sensitive and confidential information. The failure of the End User to abide by these terms and conditions will not obligate InterSystems with regard to any confidentiality or security requirements under contract or, to the extent permitted, law and

End User agrees to indemnify InterSystems with regard to any claims arising out of such failure.

Renewals

Unless provided otherwise in the License Agreement, Product Support and Subscription Licenses are automatically renewed each year on the anniversary of the Effective Date of the original License unless InterSystems receives notice from the End User of non-renewal no later than 30 calendar days prior to the anniversary of the Effective Date or InterSystems provides notice to the End User of non-renewal no later than 120 calendar days prior to the anniversary of the Effective Date.

License Agreement

InterSystems TrakCare products and services are offered and made available pursuant to a License Agreement, which incorporate these terms by reference. The License Agreement contains additional terms and conditions applicable to the licensing, use and support of InterSystems products. The type, scope, size and limitations on each TrakCare License, as well as the metric(s) used to determine the License size, are specified in the License Agreement. Capitalized terms used herein and not otherwise defined have the meanings set forth in the License Agreement. Software is delivered with a license key that restricts the size and scope of the License. The license key may not be copied nor may the restrictions contained therein be circumvented in any way without the express written permission of InterSystems.

Pre-Release and User-Specific Software

InterSystems may make field test or other pre-release versions of its software products available from time to time. In addition, InterSystems may develop user-specific software code during the course of providing Product Support or other services. All such pre-release and user-specific software is owned by InterSystems and shall be made available to be used by the End User on an “as is” basis. Standard warranty and indemnification provisions do not apply and Product Support are not provided for such software.

Open Source and Third-Party Software

Open source software and any third-party software or content incorporated into or shipped with the Licensed Software shall be subject to the terms and conditions applicable to such software or content, which terms and conditions are either publicly available and/or provided by InterSystems at www.InterSystems.com/ThirdPartyProducts.

Runtime Services

Certain InterSystems products are available with enhanced features and functionality that are provided through runtime services (Runtime Services) offered by one or more third-parties (a Third-Party Provider) and may include the sharing of some of Customer’s data (Customer Data) with the Third-Party Provider. In some cases, the use of a Runtime Service will be an optional add-on feature. In others, access to a Runtime Service will be included with the Customer’s License to use the underlying Licensed Software. While the software provided by InterSystems allowing the Customer to utilize a Runtime Service is part of the Licensed Software, the Runtime Service itself shall not be considered part of the Licensed Software. The details of a particular Runtime Service, the Third-Party Provider, any Customer Data shared with the Third-Party Provider, together with the terms and conditions for the use of such Runtime Service are set forth in a specification (Runtime Service Specification) attached to the Customer’s License Profile. Where a Runtime Service includes artificial intelligence features, InterSystems’ Guidelines for Responsible Use of Artificial Intelligence, available at www.InterSystems.com/AI-Use-Guidelines, shall apply.

Regulatory Compliance

The End User acknowledges that it is responsible for complying with all laws and regulations applicable to End User regardless of whether InterSystems assists, directs, or provides other services in connection with the implementation of InterSystems software. The End User further acknowledges that InterSystems accepts no responsibility for End User's failure to comply with any such law or regulation.

Additional Charges

InterSystems shall not be responsible for any travel expenses, wire fees, sales taxes, value added taxes, import duties, or other government-imposed charges applicable to the License and Product Support. If the customer requests that InterSystems use a billing or other service, InterSystems will pass on all fees or other charges imposed by such billing service, together with a reasonable administrative charge. Shipping terms are FOB destination, unless otherwise noted on the invoice. The End User shall pay shipping and handling charges as detailed on each invoice. License and support fees for third-party software products that are required by or used in conjunction with any TrakCare product are not included in TrakCare License, Software Update or Technical Assistance fees.

Payment Terms

Payment is due within 30 days of the InterSystems invoice date. Subscription License fees and Product Support fees must be paid in advance of the corresponding coverage period and are non-refundable..

Changes

Subject to the provisions of the License Agreement, InterSystems may update these terms from time to time upon posting such modified terms at the same URL, provided however that InterSystems shall endeavor to notify customers (which notice may be provided by email) of pricing changes at least (a) 30 days prior to the effective date of a change in Paid-up License fees and (b) 90 days prior to the effective date of a change in the fees for Subscription Licenses and Product Support. You are encouraged to check this URL on a regular basis. Upon posting such update, these terms shall be considered amended and restated without further action by either Party.

Notwithstanding the foregoing, InterSystems shall not materially increase your responsibilities nor materially diminish its responsibilities hereunder without providing at least 30 days' prior notice to you. Any such notice shall be sent to the Compliance Contact specified in your Profile/Order or otherwise communicated to InterSystems. If no Compliance Contact is named, then notice shall be sent to the business contact person named in the Profile/Order.

InterSystems Corporation – One Congress Street – Boston, MA 02114 USA

Phone: +1.617.621.0600 – Fax: +1.617.494.1631 –

www.intersystems.com

Copyright © 2025 InterSystems Corporation

TrakCare is a registered trademark of InterSystems Corporation