

# Vendor Services Details

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## ■ Introduction to the Vendor Services Details

Epic's integrated, comprehensive health record software provides the Epic Community with a versatile product suite and platform. Epic provides hundreds of Industry-Standard APIs (e.g., FHIR), interfaces (e.g., X12, HL7v2), and Epic Public APIs at <https://open.epic.com>. The technologies, sandboxes for testing, online documentation, and basic email support for these resources available at open.epic are free for Developers and do not require these Vendor Services.

Developers use these Vendor Services to access expanded online documentation, testing tools, tutorials, broader support services for industry-standard, and Epic-published technologies, and information on best practices for interoperating with Epic.

This document describes the benefits, pricing, rules, and core processes of Vendor Services. This document complements and is part of the Agreement, and capitalized terms have specific meanings in the context of this document or the Agreement. A [glossary](#) is provided at the end of the document for your reference.

We update this document from time to time, and the **current version** applies to all activities under the Agreement. If you have any questions, please contact an Epic representative or email [VendorServices@epic.com](mailto:VendorServices@epic.com).

If you have feedback about these materials or services, please contact an Epic representative or email [VendorServices@epic.com](mailto:VendorServices@epic.com). As we work with the Epic Community and Developers, we expect to make changes. Please check the **current Vendor Services Details** periodically for updates.

## ■ Section I: Benefits of Vendor Services

Our Vendor Services provide Developers a pathway to obtain technical support services from Epic, as well as the additional services described in the introduction above, to help them as they design, develop, test, deploy, and support their products to interoperate with Epic Software.

### I.1 Getting Started: Welcome and Onboarding

Each developer will receive a welcome email with details about Vendor Services and how to request support. Each Developer may attend an optional welcome webinar led by an experienced Epic Technical Services (TS) representative, which generally occurs monthly. Consistent with our support guidelines, questions related to the account administration, using the Vendor Services website or Sherlock, or how to navigate Vendor Services processes discussed in the welcome packet are exempt from billing. **Support Services** provided during this time are billable. During this session, we orient Developers to our online tools and resources as well as give the Developer time to share more about their interoperability goals, what help they'd like from Epic, and how they'd like to connect their product to Epic Software.

Regardless of participation in a welcome webinar, Developers can start exploring the self-service online resources and follow up with Epic TS for additional support services.

### I.2 Developing: SSO, APIs, Interfaces, and Self-Service Documentation

Developers have access to hundreds of interfaces, standards-based APIs, specifications, and other supporting documentation at open.epic.com, which are available for free for vendors. Epic customers license the technology they use from open.epic.com annually.

## I.3 Testing: Sandboxes, Tools, and Data

We provide expanded, self-service sandboxes, testing tools, and data to help Developers test their work. Through the “try-it” feature, Developers can quickly try most SSO options and APIs. Developers can test their Apps by directly calling APIs in our sandboxes. We regularly upgrade our sandboxes, maintaining three recent versions of Epic Software for testing, including the current version.

Want to see how it all looks together? The Hyperdrive client test harnesses, Hyperdrive web developer test harness, Hyperspace simulator, and other testing tools help Developers test certain workflows embedded in the Epic user interface.

Each sandbox includes test-quality example patients and data. Developers may request custom test data for specific use cases.

## I.4 Getting Help: Support Services and Sherlock

Need a hand? After the initial onboarding session, Developers can contact Epic TS when they have questions about Epic technologies, testing, troubleshooting connections, etc.

Never lose track of an issue: Developers request support by documenting questions and issues in Sherlock, Epic’s support request and logging system. We also provide support by phone as the situation requires.

To request support, log a Sherlock ticket.

## I.5 Getting App Ready for Customer Use

When Developers have completed development and testing, it’s time to get their App ready for install and use.

Epic encourages Developers to complete our optional App Questionnaire that helps Developers and our Customers see how Apps and support processes stack up to our customer community’s safety, security, privacy, and other expectations.

Once ready, the Developer marks their App ready to distribute to the Epic Community. During this step, the Developer may request that Epic reviews submitted information, such as the optional App Questionnaire, by logging a Sherlock ticket.

## I.6 Installing: Guidance and Getting Help

Time to connect. As Developers work with Customers to install and/or connect their App to the Customer’s Epic Environment, Developers may continue to reach out to Epic TS by logging a Sherlock ticket with questions/support requests. Additionally, each customer has an Epic support team they can reach out to for assistance with Epic-specific configuration steps.

Upon request, Epic may offer additional tools and documentation to help speed up Customers’ ability to configure their Epic Environments for use with Developers’ Apps.

## I.7 Ongoing Learning

We publish online, self-service tutorials to help Customers and Developers stay up to date on the latest technical information and best practices.

## I.8 Toolbox Offering

For several App segments selected annually by Epic, Epic offers Developers the ability to purchase additional Toolbox services. Developers are eligible for these services at Epic's sole discretion, and if volume of requests is too high, Epic may not be able to offer these services to all interested and eligible Developers. Criteria for eligibility include but are not limited to: Customer interest in working with a Developer on App integration, the Developer being in good standing in Vendor Services, and the Developer's ability and intent to develop an individually licensable and technically independent product that meets the Toolbox Integration Blueprint if one does not already exist. The current full list of Toolbox segments can be found on this [website](#). A Developer may request the Toolbox Integration Blueprint for a segment by submitting the [interoperability request form](#) on open.epic.

## I.9 Toolbox Segment Selection

Epic selects the eligible App segments for Toolbox Integration Blueprints and reviews Toolbox segments annually to determine what segments to include for the next year. We consider several criteria in this review including interest from Customers, the availability of appropriate integration technologies, and the potential of that segment to create positive outcomes for Customers.

## I.10 Summary of open.epic, Vendor Services, and Toolbox

|   | open.epic | Vendor Services                        | Toolbox                         |
|---|-----------|--|---------------------------------|
| <i>Development &amp; Testing Resources</i>                                  |           |  |                                 |
| Industry-Standard APIs and Interfaces                                       | ✓         | ✓                                      | ✓                               |
| Epic Public APIs and Interfaces   | ✓         | ✓                                      | ✓                               |
| Sandboxes   | ✓         | ✓                                      | ✓                               |
| Example Test Data   | ✓         | ✓                                      | ✓                               |
| Testing Harnesses   | ✓         | ✓                                      | ✓                               |
| Welcome & Onboarding Email  |           | ✓                                      | ✓                               |
| Expanded Sandboxes  |           | ✓                                      | ✓                               |
| Expanded Test Data  |           | ✓                                      | ✓                               |
| Expanded Testing Harnesses  |           | ✓                                      | ✓                               |
| License Private APIs from Vendor Catalog (if eligible)                      |           | ✓                                      | ✓                               |
| Toolbox Integration Blueprint (if available)                                |           | ✓                                      | ✓                               |
| <i>Learning Resources</i>   |           |  |                                 |
| FHIR Online Tutorials   | ✓         | ✓                                      | ✓                               |
| Expanded Online Tutorials   |           | ✓                                      | ✓                               |
| <i>Support Resources</i>  |           |  |                                 |
| Support Services  |           | + Hourly rate                          | + Hourly rate                   |
| Sherlock  |           | ✓                                      | ✓                               |
| Developer Forum   |           | ✓                                      | ✓                               |
| Toolbox Readiness   |           |  | ✓                               |
| Dedicated Support Contact (at Epic's discretion, subject to availability)   |           |  | ✓                               |
| <i>Install Resources</i>  |           |  |                                 |
| Support Services During Install   |           | + Hourly rate                          | + Hourly rate                   |
| Configuration / Build Packages  |           |  | + Hourly rate (when applicable) |
| <i>Other Benefits Offered at Epic's Discretion</i>                          |           |  |                                 |
| Eligible to list in Connection Hub (subject to Connection Hub Terms)        | ✓         | ✓                                      | ✓                               |
| Toolbox designation in Connection Hub and Toolbox listing in Showroom       |           |  | ✓                               |
| Use of Toolbox logo on Developer's website and materials with Epic approval |           |  | ✓                               |
| <i>Legend</i>   |           |  |                                 |
| ✓ Available / Included  |           | + Services available at standard rates |                                 |

For detailed pricing information, see [Pricing](#).

■ Section 2: Developer Code of Conduct

2.1 Be Honest & Transparent

A Developer using Epic Materials or Epic Services does not misrepresent products, product capabilities, business relationships, timelines, or anything else related to Epic. This includes representations of:

- A. Their relationship with Epic or Epic customers;
- B. Their status or the status of their products in any Epic process;
- C. Their status or the status of their products in the sales cycle or implementation with any Epic customer;
- D. Their products and their features and functionality;
- E. Their progress designing, developing, testing, or enhancing their products;
- F. Whether a product meets the Toolbox Integration Blueprint for a Toolbox App segment;
- G. Epic products and their features and functionality;
- H. Functionalities of Epic products that are similar to functionalities of their products;
- I. Their products’ and Epic products’ abilities to interface with each other;
- J. Their products’ total cost to the Customer, including all license/sales, maintenance, subscription, implementation, training, hardware, and other fees;
- K. The Data that their products access from Epic Software, how they or their products use that Data, any secondary uses that they or their product make of the Data, and any access to that Data that they or their products provide to third parties or third-party products; and
- L. Their products’ cleared or approved use under any applicable regulations (e.g., FDA clearance).

A Developer does not represent to Customers, prospective Customers, or others the product capabilities of any of Epic’s products.

False statements are obvious examples of non-conformance with these expectations. Misleading statements and mischaracterizations, including through implication and omission, are also non-conformant. To illustrate, the following is a non-exhaustive list of example behaviors that are conformant with these expectations and corresponding examples of misleading statements or mischaracterizations that are not:

| Conformant Examples<br><i>(to the extent that each example is accurate)</i> | Non-Conformant Examples   |
|---|---|
| Informing others about how Your products conform to the Community Standards | Misinforming others that Your product conforms to the Community Standards when that is not the case, or when you have not yet developed your integration. |



| Conformant Examples<br>(to the extent that each example is accurate)   | Non-Conformant Examples   |
|--|---|
| Informing others that Your App is live at an Epic customer   | Misinforming others that Epic endorses or recommends You or Your product when that is not the case. |
| Informing a Customer that the Customer's Epic Software may have functionality similar to functionality in Your product and referring the Customer to an Epic representative for more information | Misinforming a Customer that Epic Software does not offer functionality that it in fact does.       |
| Referring a Customer to an Epic representative to learn more information about Epic Software   | Representing to others the capabilities of Epic Software.   |

## 2.2 Respect Intellectual Property, Privacy, and Data Security

A Developer using Epic Materials or Epic Services:

- A. Owns, controls, or has all the rights necessary to create and distribute their Apps;
- B. Respects Epic's copyright, patent, trademark, trade secret, and other intellectual property rights, and those of others;
- C. Respects Epic's rights to its software, documentation, and other materials, including:
  - 1. Accessing and using only the Epic Confidential Information that Epic has provided to them under an agreement or through a legitimate, publicly accessible resource (e.g., [open.epic](#)), only in the manner authorized, and only for an approved purpose;
  - 2. Connecting to Epic Software using only the methods provided to them, and authorized for their use, by Epic and Customers;
  - 3. Disclosing, distributing, or sharing Epic Materials with only their staff who are directly involved with the Apps being built under this Agreement; and
  - 4. Disclosing, distributing, or sharing Epic Materials with third parties or Subcontractors only with prior approval by Epic;
- D. Remains incorporated and primarily located in a Service Location;
- E. Provides only their staff and Epic-approved Subcontractors who are based in a Service Location access to the Epic Materials or Epic Services; and
- F. Follows the guidelines in the Agreement and [Vendor Services Details](#) relating to public statements, press releases, and other promotional materials.

To illustrate, the following is a non-exhaustive list of example behaviors that are and are not conformant with these expectations:

| Conformant Examples<br>(to the extent that each example is accurate)   | Non-Conformant Examples   |
|--|---|
| Putting out press releases, public website content, trade show or marketing materials, and other public comments that focus on the independent value of Your own products and services   | Using Epic's names, logos, or trademarks without Epic's permission, such as in press releases, on public websites, at trade shows, in marketing materials, and in other public settings   |
| Obtaining Epic's express written permission prior to accessing Epic Software anywhere, and then only accessing Epic Software for the purpose approved by Epic  | Accessing Epic Software without Epic's express written permission, in a manner that is not consistent with Your obligations under Your agreements with Epic, or accessing Epic Software for purposes other than those previously approved by Epic                               |
| Putting in place processes, security measures, and confidentiality obligations with Your staff and Subcontractors to protect Epic Confidential Information, including by appropriately limiting to Service Locations where they may access or use such information | Failing to take appropriate measures to protect Epic Confidential Information, including by allowing staff or Subcontractors who do not need to know such information to access it or by allowing them to access such information from locations that are not Service Locations |

## 2.3 Fulfill Commitments

A Developer using Epic Materials or Epic Services complies with:

- A. All terms, including the Agreement and these **Vendor Services Details**;
- B. All Epic processes;
- C. All other agreements between them and Epic;
- D. All agreements between them and Customers; and
- E. All promises they make.

A Developer using Epic Materials or Epic Services does not interfere with Epic's agreements with its customers, employees, or others.

To illustrate, the following is a non-exhaustive list of example behaviors that are and are not conformant with these expectations:

| Conformant Examples<br>(to the extent that each example is accurate)  | Non-Conformant Examples  |
|---|--|
| Performing a self-audit of Your compliance with the Agreement every six months  | Not completing Your self-audit and attestation on time   |
| Honoring Epic employees' and former employees' commitments to Epic; instructing former Epic employees that You hire, in accordance with the Agreement, not to disclose Epic trade secrets to You and not to use Epic trade secrets in any way that benefits You | Interfering with Epic employees' and former employees' commitments to Epic; receiving Epic trade secrets from a former Epic employee, or making use of the same  |
| Strictly adhering to the scope and purpose of access to Epic Software or Other Epic Information that Epic may have provided You under a separate agreement  | Using access to Epic Software or Other Epic Information that Epic may have provided You under a separate agreement for other purposes, such as developing, testing, deploying, marketing, and supporting Your Apps |

| Conformant Examples<br>(to the extent that each example is accurate) | Non-Conformant Examples                                   |
|--|---|
| Fulfilling Your promises and commitments to Customers                | Not fulfilling Your promises and commitments to Customers |

## 2.4 Be a Responsible Developer

In addition to any of their other legal and contractual obligations, a Developer using Epic Materials or Epic Services:

- A. Adheres to applicable, recognized industry standards and expectations for safety, security, and privacy;
- B. Creates and follows appropriate policies for identifying, evaluating, responding to, and informing Customers and Patient Users of safety issues, security vulnerabilities, or privacy breaches;
- C. Provides Epic and Customers, upon request, documentation of their policies for identifying, evaluating, responding to, and informing Customers and Patient Users of safety issues, security vulnerabilities, or privacy breaches;
- D. Reviews the **Community Standards for App Development**;
- E. Provides Customers with appropriate install and maintenance support services during the hours of operations in which their App is likely to be used, which may include providing support twenty-four hour per day, seven days per week for certain Apps;
- F. Provides Customers with sufficient documentation, installation manuals, training, or other self-service resources to enable Customers to implement and support their Apps;
- G. Incorporates an App's assigned client ID into all API calls and uses of other technologies that support client IDs;
- H. Maintains the confidentiality of client secrets and other credentials and does not disclose them to any third party or use them for any purpose other than the Apps for which they were created;
- I. Completes the **App Activation Process** for their first App within twelve months of enrolling;
- J. Distributes their Apps to the Epic Community only after they have received approval from Epic to do so;
- K. Modifies, or directs Customers to modify, any aspect of Epic Software or an Epic Environment only as agreed to by both the Customer and Epic in advance;
- L. Maintains and supports their Apps, keeps them up to date with changes to the Epic Software, and thoroughly tests all updates;
- M. Informs Epic of all planned changes to the interface between their Apps and Epic Software (e.g., using additional Epic Materials, using the Epic Materials for a different purpose, or using Data in a manner that has not been previously disclosed to Epic);
- N. Responds clearly, accurately, and completely to the Data Use Questionnaire for all Patient Apps (if the responses to the Data Use Questionnaire become out of date or inaccurate, then the Developer promptly submits updated and accurate responses);
- O. Accesses and uses Data appropriately, as described below;
  1. The Developer and App do not provide Data or access to Data to any third party or third-party product without consent from Patient Users and Customers;
  2. The Developer and App do not use Data for direct-to-consumer marketing or advertising without consent from Patient Users and Customer;
  3. The Developer and App do not sell Data to third parties;
  4. The Developer and App may access only the Data described in the Developer's data use or privacy policy, discussed above, and agreed to by the Patient User and Customer;

5. The Developer and App use Data only for the purposes described in the Developer's data use or privacy policy, discussed above, and agreed to by the Patient User and Customer;
  6. The App must be the final destination for Data, and the App may not provide other products or third parties access to or use of Epic Software or Data, except as permitted by the Customer and Epic in writing.
  7. The addition of new use cases for Data, whether primary or secondary use cases, requires re-approval as described in [App Update Process](#);
- P. Uses only appropriate, as determined by Epic, industry-standard or Epic-published methods to obtain data from or write data to a Customer's Epic Environment;
1. Writing data to a Customer's Epic Environment must be done in a manner that does not adversely affect a Customer's Epic Environment, and in some cases, there may be no such appropriate method;
  2. Software that reads data from or writes data to a user interface (i.e., risky robotic process automation) is highly susceptible to error, including because of normal software upgrades or configuration updates, and is not appropriate for Apps;
- Q. Does not display advertisements of any nature within any Epic Software user interface;
- R. Does not copy source code, data structures, or user interfaces from another App or Epic product without the owner's prior written permission; and
- S. Does not provide third parties or third-party products direct or indirect access to or use of the Epic Materials, Epic Services, or Epic Software, except as permitted by Epic in writing.

To illustrate, the following is a non-exhaustive list of example behaviors that are and are not conformant with these expectations:

| Conformant Examples<br><i>(to the extent that each example is accurate)</i>  | Non-Conformant Examples  |
|--|--|
| You have a process to identify potential issues that might cause patient harm, notify Customers and Epic of such issues, and promptly resolve the issues | You do not have such a process, or Your process does not conform to applicable industry standards and expectations, or You do not follow Your process, or You do not promptly resolve the issues |
| You provide Customers with appropriate support services  | You do not provide Customers with appropriate support services, including by not supporting Customers during the hours of operations in which Your App is used                                   |

## ■ Section 3: App-Related Processes

### 3.1 Design, Registration, and Testing

#### 3.1.1 Determining How an App Will Connect to Epic

Developers may ask Epic TS questions to help them determine how their App will connect to Epic Software, including details such as how users will access the App, how the App will authenticate, and which methods of data exchange the App will use.

### 3.1.2 Registering an App and Obtaining Client IDs

Developers register their Apps on an online form provided by Epic. The registration form collects information such as the name of the App, authentication details, data exchange methods, and descriptive details. Developers can update/refine the App's registration information over time.

When a Developer registers an App, Epic will generate client IDs for the Developer's use with the App. Client IDs uniquely identify the App and are used in authentication workflows and when using certain data exchange methods, such as web services.

### 3.1.3 Testing an App

After a Developer registers an App and as they develop to the appropriate specifications, they test the App's interactions with Epic Software. Developers test the App using online sandboxes and testing tools in preparation for connecting to Customers' Epic Environments. Developers should address any issues prior to marking their App ready for distribution to the Epic Community. Because each Customer sets up and manages its own Epic Environments, there may be site-specific workflow variations. Therefore, Developers and Customers test site-specific considerations during implementation.

To request assistance, log a Sherlock ticket.

## 3.2 Integration Technology Request Process

### 3.2.1 Submitting a Technology Request

Epic prioritizes the development and use of Industry-Standard APIs (e.g., FHIR), interfaces (e.g., X12, HL7v2). In some cases where standards do not exist or are not mature, Epic has developed Epic Private Technologies to enable integrations. After reviewing the available Industry-Standard APIs on [open.epic.com](https://open.epic.com) if you would like to submit a request to see if there are available Epic Private Technologies for your use case you may do so by submitting the **Interoperability Request** form. If Epic Private Technologies are available and provisioned for your use case, they will be subject to the **Pricing** in the **Private Technology Appendix**. Epic focuses our support time on our Customers' needs, Developer use of Private APIs takes significant support time from Epic. Because of this, requests for Private Technology require an interested Epic Customer.

## 3.3 App Activation and Updates

### 3.3.1 App Activation Process

When a Developer completes development and testing of their App's connectivity to Epic Software, it's time to work with Epic TS to request to activate the App for distribution.

As part of the request, the Developer submits information about the App, such as a description of the App and attests that they and their App continue to conform to the Developer Code of Conduct. Developer may optionally complete an App Questionnaire. For a Patient App, the Developer may also submit a Data Use Questionnaire. We highly encourage the Developer to fill out the App Questionnaire and Data Use Questionnaire to benefit mutual Customers of Developers and Epic. Answering these questions helps instill Customers with confidence that Apps they choose are created in a safe and sustainable manner. Epic Customers use these to inform procurement and security evaluations outside of Vendor Services.

When a Developer requests activation, their App should be completely developed, tested, and ready for distribution. If an App requires additional development, testing, or troubleshooting, we may stop and ask the Developer to address the problems before the review resumes. If a Developer requires additional support from

Epic to prepare an App for distribution, then we will charge for the **Support Services** necessary to address the problems.

### *3.3.2 Testing with New Epic Versions*

We typically release new versions of Epic Software on a quarterly basis in February, May, August, and November, and we may make other changes from time to time to enhance Epic Software or address issues. We may communicate to Developers expected release dates of future versions of Epic Software or other changes that may impact their Apps.

Developers should test their Apps against new version sandboxes and other applicable testing tools.

### *3.3.3 App Update Process*

Apps change over time to accommodate user feedback, add additional functionality, leverage new interoperability technology, etc. As with the **App Activation Process**, Developers must inform Epic of all planned changes to the interfacing between an App and Epic Software, including using additional Epic Materials, using the Epic Materials for a different purpose, or using Data in a manner that has not been previously disclosed to Epic in writing.

When a Developer enhances, fixes, or otherwise updates or changes how their App interfaces with Epic Software or how their App obtains or writes Data, the Developer tests such changes with the applicable sandboxes and testing tools. The Developers then notify us whether they have successfully tested the changes, whether the App functions as expected, and whether the App continues to comply with the Agreement.

Developers may request that Epic conduct an App Update Review before marking the updated version of the App ready for distribution. As with the App Activation Process optional review, when a Developer submits an update for review, the update should be completely ready for distribution. If the update requires additional development, testing, or troubleshooting, we may stop and ask the Developer to address any problems before the review resumes. If the Developer requires additional support from Epic to prepare the update for distribution, then we will charge the Developer for the **Support Services** necessary to address the problems.

Changes to the app scope may be introduced by creating a new app version through the Vendor Services website. Changes to the app scope will require approval from any Customers who have already installed the App prior to those changes being introduced to that Customer's Epic Environment.

### *3.3.4 Toolbox Readiness*

Apps that will be listed in Connection Hub or Showroom with the Toolbox designation are required to first complete Toolbox Readiness to verify that they meet the Toolbox Integration Blueprint. Toolbox Readiness also includes the App Readiness Questionnaire and, for Patient Apps, the Data Use Questionnaire.

## **3.4 Deployment and Support**

### *3.4.1 Sharing Apps*

We encourage our customers to freely share their innovations with one another in the spirit of advancing the entire Epic Community. Customer Developers that offer only free, non-commercial Apps don't pay the **Annual Vendor Services Fee**. Customer Developers should email **VendorServices@epic.com** to discuss whether their App qualifies.



### 3.4.2 Selling Apps

When a Customer wants to license, or in any other way procure, an App that is approved for distribution, the following occur:

- A. The Customer and Developer execute an App License Agreement (i.e., the product license/subscription agreement or sales contract between the Developer and the Customer).
- B. The Customer and Developer complete the app request process with the Epic team.
- C. The Customer agrees to the Vendor Services Customer Agreement (an agreement between Epic and the Customer to which the Developer is not party) and may need to agree to other terms depending on the requisite Epic products. (This typically happens at the time the Customer requests client IDs for the App.)

Customers and Developers should refer to the app request process documentation on the Vendor Services website for more information.

### 3.4.3 Support Requirements

The Developer provides the Customer with install and maintenance support services for the App.

If Epic provides the Developer or the Customer any installation, maintenance, or troubleshooting support, we will bill the organization at our then-standard rate.

#### 3.4.3.1 Free, Non-Commercial Apps by Customer Developers

If a Customer Developer does not charge the Customer a fee for a non-commercial App (in accordance with the **Sharing Apps** section of this document), then the Customer Developer may offer the App “as is” and without install and maintenance support.

#### 3.4.3.2 Customer Developers’ Use of Their Own Apps

For an App distributed by a Customer Developer, the App should be in Live Use at the Developer’s site and marketed in line with the Developer’s use.

### 3.4.4 Support for Developers with Un-used Apps

We want to spend our time supporting our customer community and helping them connect to the Apps they want to use. If an App is not live with at least one Customer within 24 months of distribution, Epic may no longer offer Epic Materials or Epic Services for that App or to that Developer. If an App does not use an Epic Private Technology within 24 months of distribution, Epic may stop provisioning that Epic Private Technology to the App. Developers can request the Epic Private Technology again following the Integration Technology Request Process.

## 3.5 A Note on Intellectual Property

As we provide services and interact with a Developer, the Developer is in the driver’s seat when it comes to what information about them and their intellectual property they share with Epic. The Developer shares with us only that which they are comfortable with us knowing and using on a non-confidential basis in the course of our business.

The App will interact with Epic Software using an industry-standard or Epic-published method. This means that we do not need or want to see the App’s code, and it is very rare for us to ask to see a user interface.

For questions about intellectual property, please contact us at [VendorServices@epic.com](mailto:VendorServices@epic.com).

## ■ Section 4: Business Processes

### 4.1 Press Releases and Promotional Materials

Any press releases, public statements, or promotional materials should focus on a Developer's products and services, and we ask that Developers do not make any reference to Epic names, trademarks, and/or logos.

If a Developer feels they need to include a mention of Epic, then to request permission in accordance with the Agreement to make use of Epic's names, trademarks, and/or logos, the Developer may contact Epic via Sherlock or email at [VendorServices@epic.com](mailto:VendorServices@epic.com). Include in the request the content in its entirety as it would be published, including the title, text, and images. See Epic's [trademark usage guidelines](#) for more information and tips.

Contact Customers directly to request permission to use their names, trademarks, and/or logos.

#### 4.1.1 Use of Toolbox logo

Developers of an App that is live with at least one Customer and has completed Toolbox Readiness, can request limited use of the Toolbox logo for a given year from Epic. The use of this logo is fully subject to section 4.1 of the Vendor Services Details. Unapproved use of the logo may result in a loss of all Toolbox services by a Developer. Permission to use the Toolbox logo is at Epic's sole discretion.

### 4.2 Certificates of Insurance

Each Vendor Developer must have an insurance policy in accordance with the Agreement and submit to Epic a certificate of insurance listing Epic Systems Corporation as an additional insured. Upon certificate expiration, Developers must submit a new, valid certificate. Developers may submit certificates to Epic TS or to [VendorServices@epic.com](mailto:VendorServices@epic.com).

## ■ Section 5: Pricing

The following sections contain pricing information for the Epic Materials and Epic Services offered under this Agreement. Pricing is subject to change as described in the Agreement.

If you have questions about pricing, contact an Epic representative or [VendorServices@epic.com](mailto:VendorServices@epic.com) for assistance.

### 5.1 Pricing Sheet

| Epic Material / Epic Service                               | Price                     | Pricing & Invoicing Notes  |
|--|---------------------------|--|
| <b>Annual Vendor Services Fee</b>                          | \$1,900 per year          | <ul style="list-style-type: none"><li>Developers are invoiced for <a href="#">Annual Vendor Services Fee</a> prior to the start of each Agreement Year for the ensuing Agreement Year.</li><li>See <a href="#">Trial Period</a> for cancellation/refund information.</li></ul>   |
| <b>Annual Vendor Services Toolbox Fee</b>                  | \$14,900 per App per year | <ul style="list-style-type: none"><li>This fee includes a listing on Showroom and Connection Hub once the App is live with at least 1 Customer.</li><li>This fee includes Toolbox Readiness. The standard Support Services rates apply if all hours included with Toolbox have been used.</li><li>Developers are invoiced for subsequent years at the same time as the Annual Vendor Services Fee.</li></ul> |
| <b>open.epic Pricing</b> for open.epic APIs and interfaces | No charge                 | <ul style="list-style-type: none"><li>See <a href="#">Technology Licenses</a> for more details.</li><li>Customers may incur costs for use of these technologies. Customers can work with their Epic representatives to estimate cost.</li></ul>  |



| Epic Material / Epic Service | Price          | Pricing & Invoicing Notes  |
|------------------------------|----------------|--|
| Support Services             | \$380 per hour | <ul style="list-style-type: none"> <li>Developers are invoiced for <b>Support Services</b> in arrears each month.</li> </ul> |
| Private Technology Fees      | Varies         | <ul style="list-style-type: none"> <li>See <b>Private Technology Appendix Pricing</b></li> </ul>                             |

## 5.2 Annual Vendor Services Fee

The annual fee is \$1,900 per year. This helps cover the administrative costs of expanded sandbox environments, administering the Epic Services across Developers, and Client ID provisioning across the Epic community.

### 5.2.1 Trial Period

Until a Developer starts working with the Epic Materials or Epic Services under this Agreement, they may not be sure that Vendor Services is the right fit for their business. To help Developers assess the fit, we offer a three-month trial period. If a Developer notifies us within the first three months of entering into this Agreement that they would like to cancel, then we will refund the annual fee they paid less amounts for any Epic Services used or other outstanding amounts.

## 5.3 Annual Vendor Services Toolbox Fee

The annual Vendor Services Toolbox Fee is \$14,900 per year. This helps cover the creation and maintenance of Toolbox Integration Blueprints by subject matter experts, **Toolbox Readiness**, and the administrative costs of the Connection Hub for listings.

## 5.4 Technology Licenses

Epic licenses certain Industry-Standard and Epic Public APIs, interfaces, and related technologies to its customers for their use, including uses with or by third parties, such as Developers. Epic publishes documentation related to these technologies and terms for their use by Developers at [open.epic.com](https://open.epic.com). If a technology and its specifications viewable in the Vendor Services website are available for use under the open.epic terms, that specification is labeled as such on the website. Customers may incur costs from Epic for use of these technologies. There are no additional charges related to this Agreement to Developers for use of these open.epic technologies. Contact us at [VendorServices@epic.com](mailto:VendorServices@epic.com) if you have questions.

If the Industry-Standard and Epic Public APIs, interfaces and related technologies on [open.epic.com](https://open.epic.com) do not meet the needs of your use case, you may submit a request following the **integration technology request process** to see if Epic has additional Epic Private Technology suitable for your use case. Should Epic, in its sole discretion, choose to provide You access to Epic Private Technology, Your access and use of said Epic Private Technology will be subject to additional terms and fees as detailed in the Epic Private Technologies Appendix.

## 5.5 Support Services

Our hourly rate for support services through Vendor Services is \$380, and we charge in quarter hour increments.

Design, testing, implementation, or other technical assistance or troubleshooting are typically considered billable support services, whether provided in real time or asynchronously in person, by phone, by email, or through Sherlock. Support provided before 8:00 AM or after 5:00 PM U.S. Central Time Zone is considered “after-hours” and is typically considered a billable support service.

Process conversations, as well as technical assistance or troubleshooting related to the proper functioning of the Epic Materials (e.g., online sandbox), are not typically considered billable support services.

If you have questions about what does or does not constitute a billable support service, please ask Epic TS prior to requesting support.

## 5.6 Invoices and Payment

### 5.6.1 Timing of Invoices and Payments

Epic sends invoices for the first year's **Annual Vendor Services Fee** after a Developer accepts the Agreement and prior to Epic admitting the Developer into the program, for the **Toolbox Fee** shortly after accepting Epic's offer to participate in Toolbox, and for **Support Services** on a monthly basis.

Epic sends invoices for subsequent years' Annual Vendor Services Fee and Toolbox Fee approximately one month before the start of the Developer's next Agreement Year.

All payments described above are due thirty days after invoicing.

### 5.6.2 Additional Payment Processes

Some Fees under this Agreement may be subject to proration. When prorating Fees, Epic prorates based on the first of the month of, or following, the change or service.

In the event an invoice total is less than \$100, Epic may, in its sole discretion, wait to invoice the amount until amounts owed exceed \$100.

Epic accepts purchase orders for accounting convenience only. No terms or conditions contained in any purchase order will amend the Agreement or Vendor Services Details or will otherwise constitute an agreement between a Developer and Epic, or between a Customer and Epic.

### 5.6.3 Late Payment

Developers are expected to pay invoices promptly and in full. Payment terms are thirty days. Each month that a payment is overdue, Epic may charge the greater of \$50 or 1% of past due balances. Epic may, at its sole discretion, apply payments to the oldest outstanding invoices first. Failure to pay uncontested amounts within 60 days of written notice of past due amounts constitutes a material breach of the Agreement. Epic may not enable client IDs for additional Customers if a Developer is past due, and we may require pre-payment of fees for future services.

## ■ Glossary of Terms

Terms in this document are explained below.

- "Agreement" means the **Vendor Services Developer Agreement** for Developers and the **Vendor Services Customer Agreement** for Customers. Some terms in this glossary have more precise definitions in the Agreement based on the specific context of the Agreement.
- "Agreement Year" means a one-year period of Developer being entered into this Agreement with Epic. The first Agreement Year typically starts on the first day of the month on or following Developer gaining access to Epic Materials or Epic Services. Subsequent Agreement Years typically start on the same day of subsequent years.
- "API" means application programming interface.
- "App" means any component built by a Developer, built on behalf of a Developer, or under a Developer's control that uses or references any Epic Materials or Epic Services.

- “App License Agreement” means an agreement that a Developer enters into with a Customer for the sale, distribution, or use of an App.
- “App Activation”, “App Update Process,” and “App Update Review” mean the processes, described [here](#), for evaluating that an App, or an update to an App, is ok to distribute by marking an App ready for Customer use.
- “Community Standards for App Development” or “Community Standards” mean the base expectations of the Epic Community regarding the development of Apps, described [here](#).
- “Connection Hub” means Epic’s listing of third-party products that self-report a live connection with an Epic system.
- “Customer” means an entity that licenses Epic Software that wishes to obtain or has obtained a Developer’s App.
- “Customer Developer” means a Developer that is also an Epic customer.
- “Data” means data elements that an App obtains from or writes to a Customer’s Epic Environment. References to “data” and “Data” include combinations of data elements, splitting of one data element into more than one, and transformations of the data into new formats.
- “Data Use Questionnaire” and “DUQ” mean the form used in this program that documents the Developer’s and Patient App’s access, storage, use, and tracking of the Data that a Patient User authorized a Patient App to access.
- “Developer” means an entity or entities that are currently party to a Vendor Services Agreement with Epic.
- “Developer Code of Conduct” or “Code of Conduct” mean the obligations of Developers, described [here](#).
- “Electronic Health Information” has the meaning defined in [45 CFR § 171.102](#).
- “Epic” means Epic Systems Corporation, a Wisconsin corporation with its principal place of business at 1979 Milky Way, Verona, WI 53593.
- “Epic Community” means Epic’s customers.
- “Epic Confidential Information” means Epic Materials, Epic Services, Epic Software, Other Epic Information, and the terms of the Agreement, except as limited in the Agreement.
- “Epic Environment” means a Customer’s instances of Epic Software and the databases and database servers associated with a Customer’s Epic Software.
- “Epic Materials” means each document, sandbox, test harness (e.g., the Hyperspace simulator and Hyperdrive client test harness), and any other software, tool, specification, technology or information, that Epic provides to Developers under this Agreement. Epic Materials also include the website, application, and infrastructure hosted by Epic that enables Developers to access and use Epic Services and the tools, technologies, and information describing in the preceding sentence.
- “Epic Private Technologies” means private integration technologies, including Epic Private APIs, Kit, Clarity, and content import specifications that may be offered under the Developer Appendix to this Agreement.
- “Epic Private API” means Epic’s implementation of Epic-defined API specifications available through Vendor Services.

- “Epic Public API” means Epic’s implementation of Epic-defined API specifications published on [open.epic.com](https://open.epic.com).
- “Epic Services” means any service (e.g., design, testing, troubleshooting, install, marketing, and support services; learning and networking services; any other service described in the Program Details) offered by Epic under this Agreement to assist a Developer in its efforts to develop, test, deploy, and support products capable of interoperating with Epic Software, and to help the Epic Community license and use such products with their Epic Software.
- “Epic Software” means any software licensed or otherwise provided by Epic to any Epic customer.
- “Fast Healthcare Interoperability Resources” or “FHIR” mean the industry-standard specifications, described [here](#), for healthcare interoperability.
- “Fees” means the fees charged to Developers for use of Epic Materials, and Epic Services, described [here](#).
- “Guidance” means all applicable guidance, recommendations, requirements, and other information published by a regulatory body that relates to the processing of Electronic Health Information.
- “HL7” means [Health Level Seven International](#), a not-for-profit, ANSI-accredited standards developing organization for the healthcare industry.
- “Hyperdrive” means Epic’s secure, Epic-specific web browser that enables users to connect to and interact with Hyperspace Web, a web-based application that provides the framework for most Epic Software.
- “Hyperspace” means Epic’s primary desktop application. We are currently in the process of migrating Epic Software and the Epic Community from Hyperspace to Hyperspace Web and Hyperdrive.
- “Industry-Standard API” means Epic’s implementation of standards-based API specifications. For more info, go to [open.epic.com](https://open.epic.com).
- “Kit” means the Epic Materials that enable Apps to connect to Customers’ Caboodle databases to access clinical, operational, and financial data. Kit is an Epic Private Technology.
- “Live Use” means use for production rather than testing or support purposes.
- “Modification” means a material change to the Agreement or Vendor Services Details
- “OAuth 2.0” means the industry-standard specification, described [here](#), for authentication and authorization.
- “open.epic API” means Industry-Standard APIs and Epic Public APIs.
- “Other Epic Information” means any instructions, manuals, eLearnings, or other documentation or materials, in any format, relating to any current or future Epic Software or services (other than the Epic Materials and Epic Services provided by Epic under this Agreement), and the Epic UserWeb.
- “Patient App” means an App for which the primary end users are patients, patient proxies, or similar consumers, rather than clinicians or other healthcare organization employees or contractors.
- “Patient User” means the end user of a Patient App.
- “Service Location” means countries in which Epic offers the Epic Material and Epic Services. Epic offers the Epic Materials and Epic Services only in countries with strong protections for and enforcement of intellectual property rights, information privacy, and data security. E.g., countries that appear on the most recent [Special 301 Report by the Office of the United States Trade Representative](#) and countries with an insufficient score on the [U.S. Chamber of Commerce International IP Index](#) typically do not

qualify as having strong protections for and enforcement of intellectual property rights. As of the date of this version of the Program Details, an overall score below 68 on the 2022 International IP Index is insufficient.

- “Sherlock” means Epic’s support request and logging system.
- “SMART on FHIR” means the industry-standard specifications, described [here](#) and [here](#), for authentication and authorization.
- “SSO” means single-sign on and refers to SMART on FHIR, OAuth 2.0, and other methods of single-sign on supported by Epic Software.
- “Subcontractor” means a third party to which a Developer subcontract their rights and obligations under and in accordance with Section 10 of the Agreement.
- “Toolbox Integration Blueprint” means an Epic published document that outlines the recommended best practice criteria for Epic integration of a given product type.
- “TS” means an Epic technical services representatives.
- “Vendor Developer” means a Developer that is not also an Epic customer.
- “Vendor Services Developer Agreement” means the agreement between Epic and each Developer regarding the Developer’s use of the Epic Materials and Epic Services.
- “Vendor Services Customer Agreement” means the agreement between Epic and each Customer regarding the Customer’s use of Apps.
- “Vendor Services Details” means this document, Vendor Services Agreement Details, located at <https://vendorservices.epic.com/VendorServicesDetails>.
- “You” and “Your” mean the legal entity that has accepted the Agreement.

# Vendor Services Details: Private Technology Appendix

January 28, 2025

## ■ Introduction to the Vendor Services Details: Private Technology Appendix

This document is an appendix to the **Vendor Services Details** containing additional details applicable to Developers who license Epic Private Technologies under the Agreement and is incorporated into the Vendor Services Developer Agreement: Private Technology Appendix.

The **Vendor Services Details** document describes the benefits, pricing, rules, and core processes that apply to all Developers in Vendor Services.

Some Developers may request interoperability technologies not currently supported by standards and not publicly available; and for some use cases, Epic is able to offer proprietary, purpose-specific technologies.

This document is an appendix to the **Vendor Services Details** document, and describes the additional pricing, rules, and core processes that apply in the cases where a Developer has worked with Epic to license certain proprietary, purpose-specific technologies through Vendor Services. This document complements and is part of the Agreement and the **Vendor Services Details**, and capitalized terms have specific meanings in the context of this document, **Vendor Services Details**, or the Agreement. A **glossary** is provided at the end of the document for your reference.

We update this document from time to time, and the **current version** applies to all activities under the Agreement related to the technologies provided under the Developer Appendix. If you have any questions, please contact an Epic representative or email **VendorServices@epic.com**.

If you have feedback about these materials or services, please contact an Epic representative or email **VendorServices@epic.com**. As we work with the Epic Community and Developers, we expect to make changes. Please check the **current Vendor Services Details** periodically for updates.

## ■ Appendix Section I: Using Epic Private Technologies

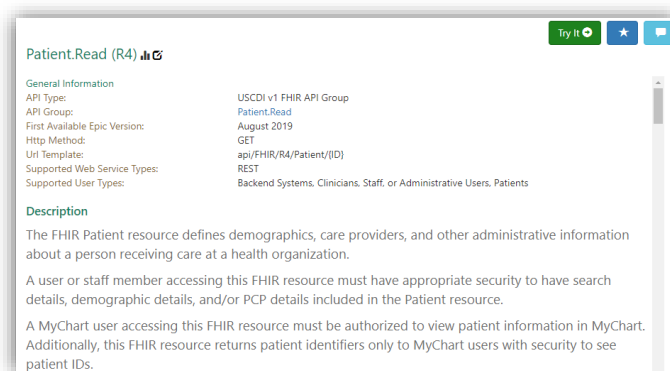
### *Appendix Section I.1 Developing: APIs, Kit, and Import Specifications*

As a reminder, Developers have access to hundreds of interfaces, certified USCDI APIs, standards-based APIs, EHI Export, specifications, and other supporting documentation at **open.epic.com**, which are available for free for Developers.

If a Developer has a use case that cannot be accomplished with open.epic technologies, they may follow the **Integration Technology Request Process** to submit a request to see if there are available Epic Private Technologies for their use case. If such a technology exists, is available for the Developer's use case, the Developer is working with one or more Epic Customer, and Epic has resources available to support the additional use of the technology, Epic may, in Epic's discretion, offer the Developer use of the additional Epic Private Technologies under the terms of the Agreement, including the Developer Appendix. These technologies may include:



- Epic Private APIs, which are non-standards-based, purpose-built technologies
- Kit, which enables Apps to connect to Customers' Caboodle enterprise data warehouses to access clinical, operational, and financial data
- Import specifications, which enable Developers to format certain content so it can be imported into Customers' Epic Environments
- Clarity which enables Developers to access certain reporting information.



*Example of online API documentation*

## Appendix Section 1.2 Testing: Sandboxes, Tools, and Data

The expanded, self-service sandboxes, testing tools, and data available in Vendor Services and described in Section 1.3 of the **Vendor Services Details** can be used with Epic Private Technologies, such as with Kit queries or directly calling Epic Private APIs.

## Appendix Section 1.3 Getting App Ready for Customer Use

When Developers have completed development and testing, it's time to get their App ready for install and use.

Epic Private Technologies are not standards-based, and are often designed to be used for specific scenarios and use cases. Given this, we work with Developers through an approval process before Developers distribute Apps using Epic Private Technologies. During this process, Epic reviews submitted information and may request more information from the Developer before approving the App for distribution.

## Appendix Section 1.4 Tesseract

In addition to the options described in Section 1.6 of the **Vendor Services Details**, Epic can enable Customers' Epic Environments and Developers' Apps to connect via a single set of endpoints managed by our Tesseract API Gateway, reducing URL management effort for Developers and providing additional troubleshooting capabilities. Customers each connect their Epic Environments to Tesseract to enable connectivity to any Tesseract-connected App, and conversely, Developers each connect their Tesseract-compatible Apps to Tesseract to enable connectivity to any Tesseract-connected Epic Environment. For more information about Tesseract, read the Tesseract overview online or contact Epic TS.



# ■ Appendix Section 2: Developer Code of Conduct

The following additions to the Code of Conduct in Section 2 of **Vendor Services Details** apply to Developers who license or use Epic Private Technologies.

## Appendix Section 2.1 Be a Responsible Developer

In addition to items under Section 2.4 Be a Responsible Developer of **Vendor Services Details**, and any of their other legal and contractual obligations, a Developer using Epic Private Technologies:

- A. Informs Epic of all planned changes to the interface between their Apps and Epic Software (e.g., using additional Epic Materials, using Epic Private Technologies for a different purpose, or using Data in a manner that has not been previously disclosed to Epic) and does not market, distribute, or deploy those changes prior to receiving approval from Epic;
- B. Uses only appropriate, as determined by Epic, industry-standard or Epic-published methods to obtain data from or write data to a Customer’s Epic Environment;
  - 1. The App uses only those methods agreed to by Epic for use with the App during the **App Activation Process**;
  - 2. The addition of new methods to obtain data from or write data to Customers’ Epic Software requires re-approval as described in **App Update Process**;

To illustrate the additional points, the following is a non-exhaustive list of example behaviors that are and are not conformant with these expectations:

| Conformant Examples<br><i>(to the extent that each example is accurate)</i>   | Non-Conformant Examples  |
|---|--|
| You distribute changes to Your App’s scope of connection to Epic Software after completing the App Update Process and getting Epic approval to distribute updated App | You distribute changes to Your App’s scope of connection to Epic Software before completing the App Update Process |

# ■ Appendix Section 3: App-Related Processes

## Appendix Section 3.1 App Activation and Updates

### Appendix Section 3.1.1 App Activation Process

For Apps that use Epic Private Technologies, when a Developer completes development and testing of their App’s connectivity to Epic Software, it is required to complete the App Activation Process for Epic to determine if an App is approved for distribution to the Epic community. This process aims to re-confirm accuracy of what the Developer attested to when they originally entered into the Agreement with Epic or when they originally submitted their App’s use case for Epic to provision Epic Private Technologies (e.g., Developer has developers and support staff accessing Epic Materials and located in countries without strong IP protections; or the App’s use case is now different from our original understanding when licensing Epic

Private Technologies to the Developer). In these circumstances, the Developer will likely need to resolve the non-compliance before Epic approves the App for distribution.

As part of the request, the Developer submits information about the App, such as a description of the App and attests that they and their App continue to conform to the Developer Code of Conduct. Epic encourages Developers to also complete the optional App Questionnaire to provide additional information to Epic customers about the App's practices. For a Patient App, the Developer may also submit a Data Use Questionnaire.

App Activation may involve at least one phone call or web conference between the Developer and an Epic TS. When the App Activation Process is complete and we've determined whether an App is approved for distribution, is not approved for distribution, or requires changes, we notify the Developer. Depending on how much we and the Developer need to go back and forth on the information they submitted, including their responses to self-attestation questions, this process may take only a couple days or up to several weeks to complete.

When a Developer requests App Activation, their App should be completely developed, tested, and ready for distribution. If an App requires additional development, testing, or troubleshooting, we may stop and ask the Developer to address the problems before the review resumes. If a Developer requires additional support from Epic to prepare an App for distribution, then we may charge for the **Support Services** necessary to address the problems.

### *Appendix Section 3.1.2 App Update Process*

Apps change over time to accommodate user feedback, add additional functionality, leverage new interoperability technology, etc. As with the **App Activation Process**, if an App uses Epic Private Technologies the App Update process is required before a new version of the App is marked as ready to distribute to the Epic community.

Developers must inform Epic of all planned changes to the interfacing between an App and Epic Software, including using additional Epic Materials, using the Epic Private Technologies for a different purpose, or using Data in a manner that has not been previously disclosed to Epic in writing.

When a Developer enhances, fixes, or otherwise updates or changes how their App interfaces with Epic Software or how their App obtains or writes Data, the Developer tests such changes with the applicable sandboxes and testing tools. The Developers then notify us whether they have successfully tested the changes, whether the App functions as expected, and whether the App continues to comply with the Agreement.

We may conduct an App Update Review. The Developer must not market or distribute changes prior to receiving approval from Epic. We may ask the Developer to review and update responses to the App Questionnaire and Data Use Questionnaire to reflect updates to the App. As with the App Activation Process, when a Developer submits an update for review, the update should be completely ready for distribution. If the update requires additional development, testing, or troubleshooting, we may stop and ask the Developer to address any problems before the review resumes. If the Developer requires additional support from Epic to prepare the update for distribution, then we may charge the Developer for the **Support Services** necessary to address the problems.

Changes to the original scope, in particular additions of new APIs to scope, will also require approval from any Customers who have already installed the App prior to those changes being introduced to the Customer's Epic Environment.

## Appendix Section 3.2 Deployment and Support

### *Appendix Section 3.2.1 Sharing Apps*

We encourage our customers to freely share their innovations with one another in the spirit of advancing the entire Epic Community. In addition to the fee waivers described in Section 3.3.1 Sharing Apps of the **Vendor Services Details**, when a Customer Developer shares a non-commercial App freely, it doesn't pay for **App Activation & Updates** or a **Technology License** for that App. Customer Developers should email **VendorServices@epic.com** to discuss whether their App qualifies.

### *Appendix Section 3.2.2 Content Build*

For Apps that are primarily content-based or otherwise require a large amount of content build, the Customer may want to use an import utility. Import utilities are powerful tools that can make changes to hundreds or thousands of records at a time. Customers must assign trained, experienced analysts to use these tools and are solely responsible for the use of these tools. Misuse or careless use of import utilities may result in data being overwritten in the target Epic Environment. The Customer should test imports in a playground or support Epic Environment before importing into build, test, or production Epic Environments.

## ■ Appendix Section 4: Pricing

In addition to the pricing described in Section 5: Pricing of the **Vendor Services Details**, the following sections contain pricing information for the Epic Private Technologies offered under this Agreement. Pricing is subject to change as described in the Agreement.

If you have questions about pricing, contact an Epic representative or **VendorServices@epic.com** for assistance.

## Appendix Section 4.I Pricing Sheet Including Epic Private Technologies

| Epic Material / Epic Service                           | Price   | Pricing & Invoicing Notes  |
|--|---|--|
| <b>Annual Vendor Services Fee</b>                      | \$1,900 per year  | <ul style="list-style-type: none"> <li>Developers are invoiced for <b>Annual Vendor Services Fee</b> prior to the start of each Agreement Year for the ensuing Agreement Year.</li> <li>See <b>Trial Period</b> for cancellation/refund information.</li> </ul>  |
| <b>App Activation &amp; Update Process</b>             | \$500 per App per year for apps using Epic Private Technologies | <ul style="list-style-type: none"> <li>Developers are first invoiced for <b>App Activation &amp; Update Process</b> after Epic completes the review for activation or update.</li> <li>Developers are invoiced for subsequent years at the same time as the Annual Vendor Services Fee.</li> <li>This fee includes 2 hours of support services. If the review requires additional time, then the standard Support Services rate applies.</li> </ul>                                    |
| <b>Annual Vendor Services Toolbox Fee</b>              | \$14,900 per App per year                                       | <ul style="list-style-type: none"> <li>This fee includes a listing on Showroom and Connection Hub once the App is live with at least 1 Customer.</li> <li>This fee includes Toolbox Readiness, which is performed instead of the App Activation and Update Process. The standard Support Services rates apply if all hours included with Toolbox have been used.</li> <li>Developers are invoiced for subsequent years at the same time as the Annual Vendor Services Fee.</li> </ul>  |
| <b>Technology License</b>                              | See models below  | <ul style="list-style-type: none"> <li>Developers are invoiced for <b>Technology Licenses</b> in arrears each calendar quarter based on the models below.</li> </ul>   |
| <b>Standard Model</b> for Epic Private APIs            | See classes below   | <ul style="list-style-type: none"> <li>See <b>Standard Model</b> for more details.</li> <li>Each Epic Private API is labeled with a type corresponding to one of the Classes in this table.</li> <li>A "Call" is one execution of an Epic Private API.</li> <li>When a Developer calls Epic Private APIs of a particular Class more than 1,000,000 times per quarter, volume pricing applies.</li> <li>There is a minimum charge of \$500 per App per Customer per quarter.</li> </ul> |
| Class A Epic Private APIs                              | No charge   |  |
| Class B Epic Private APIs                              | \$0.01 per Call   |  |
| Class C Epic Private APIs                              | \$0.06 per Call   |  |
| Class D Epic Private APIs                              | \$0.40 per Call   |  |
| Class E Epic Private APIs                              | \$0.60 per Call   |  |
| Class F Epic Private APIs                              | \$0.75 per Call   |  |
| Class G Epic Private APIs                              | \$1.24 per Call   |  |
| <b>Kit Model</b>                                       | See classes below   | <ul style="list-style-type: none"> <li>See <b>Kit Model</b> for more details.</li> <li>When a Developer queries a particular Kit table in an Epic Environment more than once per refresh of the table, volume pricing applies.</li> <li>There is a minimum charge of \$500 per App per Customer per quarter.</li> </ul>  |
| Class A Tables   | No charge   |  |
| Class B Dim Tables                                     | \$0.16 per Query  |  |
| Class B Fact Tables                                    | \$0.32 per Query  |  |
| Class C Dim Tables                                     | \$0.40 per Query  |  |
| Class C Fact Tables                                    | \$0.80 per Query  |  |
| Class D Dim Tables                                     | \$0.72 per Query  |  |
| Class D Fact Tables                                    | \$1.44 per Query  |  |
| Class E Dim Tables                                     | \$1.00 per Query  |  |
| Class E Fact Tables                                    | \$2.00 per Query  |  |
| Class F Dim Tables                                     | \$1.32 per Query  |  |
| Class F Fact Tables                                    | \$2.64 per Query  |  |
| Class G Dim Tables                                     | \$2.00 per Query  |  |
| Class G Fact Tables                                    | \$4.00 per Query  |  |
| <b>Payment Gateway Model</b> for External Payment Page | \$0.05 per posted payment                                       | <ul style="list-style-type: none"> <li>See <b>Payment Gateway Model</b> for more details.</li> <li>There is a minimum charge of \$500 per App per Customer per quarter.</li> </ul>   |

| Epic Material / Epic Service                             | Price                    | Pricing & Invoicing Notes  |
|--|--------------------------|--|
| <b>Alternate Model</b> for certain technologies          | As described below       | <ul style="list-style-type: none"> <li>See <b>Alternate Models</b> for more details.</li> </ul>  |
| <b>Revenue Share Model</b> for certain technologies      | 15% revenue share        | <ul style="list-style-type: none"> <li>See <b>Revenue Share Model</b> for more details.</li> </ul>   |
| <b>Open.epic Model</b> for open.epic APIs and interfaces | No charge                | <ul style="list-style-type: none"> <li>See <b>open.epic Model</b> for more details.</li> <li>Customers may incur costs for use of these technologies.</li> </ul>   |
| <b>Tesseract App Subscription</b>                        | \$2,000 per App per year | <ul style="list-style-type: none"> <li>Developers are invoiced for <b>Tesseract App Subscriptions</b> after first Live Use then prior to the start of each Agreement Year.</li> <li>Developers are invoiced for live <b>Tesseract Environment Connections</b> in arrears each calendar quarter.</li> </ul> |
| <b>Tesseract Environment Connections</b>                 | See below                |  |
| First 10 Live Connections                                | \$1,000 each per year    |  |
| Next 15 Live Connections                                 | \$900 each per year      |  |
| Next 25 Live Connections                                 | \$800 each per year      |  |
| Next 50 Live Connections                                 | \$700 each per year      |  |
| Next 100 Live Connections                                | \$600 each per year      |  |
| Next 200 Live Connections                                | \$500 each per year      |  |
| Additional Live Connections                              | \$400 each per year      |  |
| <b>Tesseract Additional Data Transfer</b>                | \$0.35 per GB            | <ul style="list-style-type: none"> <li>Developers are invoiced for <b>Additional Data Transfer</b> in arrears each calendar quarter.</li> <li>The first 100 MB of data transferred through Tesseract each month are included at no additional cost.</li> </ul>   |
| <b>Support Services</b>                                  | \$380 per hour           | <ul style="list-style-type: none"> <li>Developers are invoiced for <b>Support Services</b> in arrears each month.</li> </ul>   |

## Appendix Section 4.2 App Activation & Updates

For each App using Private Technologies that completes the **App Activation and Update Processes**, a charge of \$500 per year applies for as long as the App is approved for distribution to the Epic Community. Proration may apply.

## Appendix Section 4.3 Technology Licenses

A Developer pays for the license to use certain Epic Materials with their App based on the models defined in this section. If an App uses multiple technologies, then multiple models may apply.

### Appendix Section 4.3.1 Standard Model

For Apps that use Epic Private APIs, a charge applies calculated according to the rates in the table below, or \$500 per App per Customer per quarter, whichever is greater. Each Epic Private API documented in the online specifications for Epic APIs is labeled with a pricing type corresponding to one of the types in the table below.

| Pricing Type | Epic Private API Marginal Rates<br>Ranges: Calls per class per calendar quarter |                           |                            |                             |                              |                         |
|--------------|---|---------------------------|----------------------------|-----------------------------|------------------------------|-------------------------|
|              | The first 1,000,000 Calls   | Calls 1,000,001-3,000,000 | Calls 3,000,001-10,000,000 | Calls 10,000,001-30,000,000 | Calls 30,000,001-100,000,000 | Calls after 100,000,000 |
| Class A      | \$0.000 / Call  | \$0.000 / Call            | \$0.000 / Call             | \$0.000 / Call              | \$0.000 / Call               | \$0.000 / Call          |
| Class B      | \$0.010 / Call  | \$0.005 / Call            | \$0.003 / Call             | \$0.002 / Call              | \$0.001 / Call               | \$0.001 / Call          |
| Class C      | \$0.060 / Call  | \$0.030 / Call            | \$0.015 / Call             | \$0.008 / Call              | \$0.004 / Call               | \$0.002 / Call          |
| Class D      | \$0.400 / Call  | \$0.200 / Call            | \$0.100 / Call             | \$0.050 / Call              | \$0.025 / Call               | \$0.013 / Call          |
| Class E      | \$0.600 / Call  | \$0.300 / Call            | \$0.150 / Call             | \$0.075 / Call              | \$0.038 / Call               | \$0.019 / Call          |
| Class F      | \$0.750 / Call  | \$0.375 / Call            | \$0.188 / Call             | \$0.094 / Call              | \$0.047 / Call               | \$0.024 / Call          |
| Class G      | \$1.240 / Call  | \$0.620 / Call            | \$0.310 / Call             | \$0.155 / Call              | \$0.078 / Call               | \$0.039 / Call          |

For purposes of applying the marginal rates in the table above, in each calendar quarter, all API Calls for all Epic Private APIs of a particular Class across all of a Developer's Apps in Live Use across all Customers are added up. The rate in the second column applies to the first 1,000,000 Calls of APIs of that Class in that quarter, the rate in the third column applies to the next 2,000,000 Calls of APIs of that Class in that quarter, etc.

For example, the charge for an App that makes 1,500,000 Class B Calls and 100,000 Class C Calls across ten Customers in one quarter would be \$18,500 (i.e., (\$10,000 plus \$2,500 for Class B Calls) plus \$6,000 for Class C Calls).

### Appendix Section 4.3.2 Kit Model

Effective January 1, 2024, for Apps that use Kit, a charge applies calculated according to the rates in the table below, or \$500 per App per Customer per quarter, whichever is greater. Each Kit table documented in the Epic-provided online specification website is labeled with a pricing type corresponding to one of the types in the table below.

| Pricing Type | Kit Dim Table Rates   |                      | Kit Fact Table Rates  |                      |
|--------------|-----------------------|----------------------|-----------------------|----------------------|
|              | First Query / Refresh | Subsequent Queries   | First Query / Refresh | Subsequent Queries   |
| Class A      | \$0.00 / Table Query  | \$0.00 / Table Query | \$0.00 / Table Query  | \$0.00 / Table Query |
| Class B      | \$0.16 / Table Query  | \$0.04 / Table Query | \$0.32 / Table Query  | \$0.08 / Table Query |
| Class C      | \$0.40 / Table Query  | \$0.10 / Table Query | \$0.80 / Table Query  | \$0.20 / Table Query |
| Class D      | \$0.72 / Table Query  | \$0.18 / Table Query | \$1.44 / Table Query  | \$0.36 / Table Query |
| Class E      | \$1.00 / Table Query  | \$0.25 / Table Query | \$2.00 / Table Query  | \$0.50 / Table Query |
| Class F      | \$1.32 / Table Query  | \$0.33 / Table Query | \$2.64 / Table Query  | \$0.66 / Table Query |
| Class G      | \$2.00 / Table Query  | \$0.50 / Table Query | \$4.00 / Table Query  | \$1.00 / Table Query |

Each Customer's Caboodle tables are refreshed one or more times per day. The rates in the "first query / refresh" columns apply to the first Table Query made for each Customer after each refresh, and the rates in the "subsequent queries" columns apply to all additional Table Queries made after the first Query and before a Customer's next refresh of that table. As of the date of this publication, most Customers refresh most Caboodle tables once per day, and we expect refresh rates to become more frequent in the future.

For example, the charge for an App that queries 10 Class B Dim Tables and 10 Class B Fact Tables at one Customer twice daily for 365 days would be \$2,190 (i.e., (\$584 plus \$146 for Class B Dim Queries) plus (\$1,168 plus \$292 for Class B Fact Queries)).

### Appendix Section 4.3.3 Payment Gateway Model

For Apps that interface with Epic using APIs associated with the External Payment Page feature, a charge applies, calculated at \$0.035 per posted payment which includes any payment through an embedded payment page or using a stored token. For each Customer, a Developer will pay the total number of posted payments multiplied by \$0.035 or \$500 per App per Customer per quarter, whichever is greater.

For all Developers that enrolled in Vendor Services before December 15, 2023 and are not accepting payments using the External Payment Page in Hyperspace or Welcome, the Payment Gateway Model rates as described in the [Private Technology Appendix dated March 10, 2023](#), are effective through March 31, 2025, and are replaced by the rates in this section effective on April 1, 2025.

If a Developer goes live with the External Payment Page in Hyperspace or Welcome prior to April 1, 2025, they must notify Epic by emailing [VendorServices@epic.com](mailto:VendorServices@epic.com) and the Payment Gateway Model described above will apply for all customers using that App upon go-live, rounded to the nearest quarter.



Starting January 1, 2024 Developers may request to use the current Payment Gateway Model described here rather than the Payment Gateway Model described in the [Private Technology Appendix dated March 10, 2023](#) sooner than April 1, 2025. To exercise this option, the Developer must email [VendorServices@epic.com](mailto:VendorServices@epic.com).

For all Developers that entered into this Agreement on December 15, 2023, or after, the rates in this section are effective immediately.

#### *Appendix Section 4.3.4 Alternate Models*

For Apps that use the following technologies, a charge applies calculated at the rates listed below.

- Provider (SER) Record Imports: \$5,000 per App per Customer per year
- Kuiper: \$5,000 per App per Customer per year
- System Pulse: \$5,000 per App per Customer per year
- Ambient Voice Recognition: graduated pricing per App per Customer per month.
  - First 0-500 users: \$20 per user per month
  - Next 501-5,000 users: \$10 per user per month
  - Additional user beyond 5,000 users: \$5 per user per month
  - For example, the charge for an App at a customer with 6,000 users in one month would be \$60,000 (i.e., \$10,000 total for the first 500 users, plus \$45,000 total for the next 4,500 users, plus \$5,000 total for the remaining 1,000 users).

#### *Appendix Section 4.3.5 Revenue Share Model*

The Revenue Share Model applies to Apps that interface deeply with Epic Software, similar to the following examples:

- Content packages and other data imports that rely on a Chronicles import specification, the ImportData API, or other methods of importing static content into Customers' Epic Software; and
- Third-party identity verification for MyChart activation; and
- Products that use a Clarity connection.

For these Apps, a charge applies calculated as 15% of Gross Revenue, or \$500 per App per Customer per quarter, whichever is greater.

For all Apps that use technologies under the Revenue Share Model and technologies using the other models, Epic will charge the revenue Share Model or sum of charges under all other models, whichever is greater.

For all Developers that enrolled in Vendor Services before August 31, 2023, the Alternate Models rates for content packages as described in the [Private Technology Appendix dated March 10, 2023](#), are effective through December 31, 2024, and are replaced by the rates in this section effective on January 1, 2025. Developers may request to use the current Revenue Share Model described here for content packages rather than the Alternate Model described in the [Private Technology Appendix dated March 10, 2023](#) sooner than January 1, 2025. To exercise this option, the Developer must email [VendorServices@epic.com](mailto:VendorServices@epic.com). For all Developers that entered into this Agreement on August 31, 2023, or after, the rates in this section are effective immediately.



### *Appendix Section 4.3.6 open.epic Model*

Epic licenses certain Industry-Standard and Epic Public APIs, interfaces, and related technologies to its customers for their use, including uses with or by third parties, such as Developers. Epic publishes documentation related to these technologies and terms for their use by Developers at [open.epic.com](https://open.epic.com). If a technology and its specifications viewable on the Vendor Services website are available for use under the open.epic terms, that specification is labeled as such on the Vendor Services website. Customers may incur costs from Epic for use of these technologies. There are no additional charges related to this Agreement to Developers for use of these open.epic Technologies. Contact us at [VendorServices@epic.com](mailto:VendorServices@epic.com) if you have questions.

### *Appendix Section 4.3.7 Garden Plot and Minimums for Technology License Models*

Garden Plot offers shared instances of Epic to Customers. For pricing models that have a minimum charge, that minimum charge is calculated for each Garden Plot instance, rather than for each Customer on the shared instance.

### *Appendix Section 4.3.8 Modifications to Technology License Models*

Epic appreciates that changes to these models may impact how a Developer prices an App for new and existing Customers. Epic will provide notice to Developers of any changes to models using methods such as emailing Developer administrators or updating pricing information on the Vendor Services website. To help Developers adjust to Modifications to these models, Epic provides an optional transition period as follows.

In the event of a Modification to any Technology License model, at the Developer's option, for any Customer for which the Developer has (i) executed an App License Agreement or (ii) previously guaranteed a binding pricing proposal and subsequently executes an App License Agreement within sixty days of the date that Epic provided notice of the Modification, the model in effect immediately prior to the Modification will apply until the earlier of (a) the renewal of the App License Agreement for such Customer or (b) fifteen months following notice of the Modification. Thereafter, the then-current model will apply. During the period described above, if the Developer changes the scope of Epic Materials or Epic Services used by the App (e.g., by adding additional APIs), the then-current model will apply immediately.

To exercise this option, the Developer must provide Epic a list of affected Customers and the renewal dates of each App License Agreement within sixty days of the effective date of the Modification by sending this information to TS providing Vendor Services or [VendorServices@epic.com](mailto:VendorServices@epic.com).

In December 2023, we announced updates to our Payment Gateway Model. The effective dates of that Modification, which are described in this document, account for and exceed the transition period provided in this section and will be applied automatically. As such, Developers do not need to exercise this option for this Modification.

## **Appendix Section 4.4 Tesseract API Gateway**

### *Appendix Section 4.4.1 Tesseract App Subscription*

A charge of \$2,000 per App per year applies for each App using the Tesseract API Gateway and in Live Use at one or more Customers.

## Appendix Section 4.4.2 Tesseract Environment Connection

A charge applies for each Live Connection between an App and a Customer's Epic Environments using the Tesseract API Gateway. A single Live Connection between a specific App and a single Epic Environment is considered one connection regardless of the number of APIs used in that connection.

| Environment Connections     | Rate                  |
|-----------------------------|-----------------------|
| First 10 Live Connections   | \$1,000 each per year |
| Next 15 Live Connections    | \$900 each per year   |
| Next 25 Live Connections    | \$800 each per year   |
| Next 50 Live Connections    | \$700 each per year   |
| Next 100 Live Connections   | \$600 each per year   |
| Next 200 Live Connections   | \$500 each per year   |
| Additional Live Connections | \$400 each per year   |

For example, a Developer that connects 1 App to 24 Epic Environments would pay \$23,600 per year (i.e., (1 subscription × \$1,000) + (10 Live Connections × \$1,000) + (14 Live Connections × \$900)).

## Appendix Section 4.4.3 Additional Data Transfer

An App may transfer up to 100 MB of data per month through Tesseract at no additional cost, after which a charge of \$0.35 per GB applies. Data transferred is measured by App across all connections.

## Appendix Section 4.5 Invoices and Payment

### Appendix Section 4.5.1 Timing of Invoices and Payments

Epic sends invoices for **App Activation & Updates** shortly after an App is approved for distribution and for the first year's **Tesseract App Subscription** shortly after an App's first Live Use.

Epic sends invoices for subsequent years' App Activation & Updates and Tesseract App Subscriptions approximately one month before the start of the Developer's next Agreement Year.

Epic sends invoices for the **Technology License**, **Tesseract Environment Connections**, and **Additional Data Transfer** at the beginning of each calendar quarter. For the **Revenue Share Model**, Contributors will submit a statement of Gross Revenue per App per Customer for the applicable quarter by the 20<sup>th</sup> of the month following the calendar quarter end. The minimum charge described in certain pricing models is assessed and invoiced on a quarterly basis.

All payments described above are due thirty days after invoicing.

All payments described above are subject to processes described in Sections 5.6.2 Additional Payment Processes and 5.6.3 Late Payment in the **Vendor Services Details**.

## ■ Appendix Glossary of Terms

Terms in the **Vendor Services Details** document and Agreement apply to this Appendix. In addition, this Appendix uses the following terms which are explained below.

- “API Call” and “Call” mean one execution of an Epic Private API.
- “App Activation”, “App Activation Process”, “App Update Process,” and “App Update Review” mean the processes, described [here](#), for evaluating that an App, or an update to an App, is ok to distribute for Customer use.
- “Caboodle” means Epic’s enterprise data warehouse product.
- “CDS Hooks” means the industry-standard specification, described [here](#), for clinical decision support.
- “Clarity” means the Epic Materials that enable Apps to connect to Customers’ Clarity databases to access certain reporting data.
- “Class” means a set of Epic Private APIs or Kit tables that each share a price rate.
- “Details Appendix” means this document, which is located at <https://vendorservices.epic.com/Resources/PrivateAPIAgreement>, which is titled Vendor Services: Private Technology Appendix
- “Epic Private API” means Epic’s implementation of Epic-defined API specifications that may be available to a Developer through the online website offered by Epic under the Developer Appendix to this Agreement.
- “Epic Private Technologies” means private integration technologies, including Epic Private APIs, Kit, Clarity and content import specifications that may be offered under the Developer Appendix to this Agreement.
- “Epic Services” means any service (e.g., design, testing, troubleshooting, install, marketing, and support services; learning and networking services; Tesseract; any other service described in the Program Details) offered by Epic under this Agreement to assist a Developer in its efforts to develop, test, deploy, and support products capable of interoperating with Epic Software, and to help the Epic Community license and use such products with their Epic Software.
- “External Payment Page” or “EPP” means the Epic Private APIs that enable Customers to embed a third-party payment method collection mechanism within Epic Software to facilitate the electronic collection of payments (e.g., using credit cards).
- “Garden Plot” means Epic’s software as a service offering where multiple smaller health systems share a single instance of Epic.
- “Gross Revenue” means all amounts generated by the Developer in connection with the App’s use, including revenue from license/sales, maintenance, subscription, secondary use or access to data, and other fees, as well as amounts generated by the Developer for other software, products, or services that use or benefit from the Epic Materials or the Epic Services.
- “Hyperspace” means Epic’s main client-side product which hosts most applications excluding web site based applications, handheld applications, and kiosk based applications.
- “Kit” means the Epic Materials that enable Apps to connect to Customers’ Caboodle databases to access clinical, operational, and financial data

- “Live Connection” means a connection in Live Use between an Epic Environment and an App using one or more APIs or other Epic Materials.
- “Table Query” or “Query” mean one reference of a Kit table.
- “Technology License” means the Fees that apply to Developers’ uses of Epic Materials, described [here](#).
- “Tesseract API Gateway” or “Tesseract” mean Epic’s virtual portal that enables Tesseract-compatible Apps to connect to Customers’ Tesseract-enabled Epic Environments through a single set of Epic-managed endpoints.
- “Vendor Services Agreement” means the agreement between Epic and each Developer regarding the Developer’s use of the Epic Materials and Epic Services.
- “Vendor Services Customer Agreement” means the agreement between Epic and each Customer regarding the Customer’s use of Apps.
- “Vendor Services Details” means the document titled Vendor Services Details, located at <https://vendorservices.epic.com/VendorServicesDetails>.
- “Welcome” means Epic’s Kiosk- and tablet-based application for patient arrivals.

## ■ Summary of Changes

The following is a general summary of recent changes. This summary may not capture every change. Please read the entire document.

*January 28, 2025*

Removed cost for App Questionnaire to encourage adoption. Added Ambient Voice Recognition pricing. Added additional information about Toolbox. Linked to Toolbox categories list on Vendor Services website.