**Client Service Notes and Actions:**

1. Weekly status: Can we get from CNs on Thursdays for the Friday meeting using the template. Or do we need to change date/time of meeting.
2. Responsibilities: Mike – deal, Bill/Pam – Program Management and Implementation, Paul – Contract
3. Project Plans for Customer Onboarding
   1. Tie to the End-to-end processes and detailed processes
   2. Asana?
   3. RHCI and SDPC by 12/23 - Bill
   4. CMMC also in parallel following similar approach - Pam
4. Processes and Forms: Pam and HFT
   1. Need to close on all processes – what remains to be done?
      1. Pam finalizing the alert processes
      2. Need a Patient training process
   2. Bill/Steve need to close on the changes to med reconciliation process; Also need to address the issue around different types of customers as Pam/Paul tried to show in the table.
   3. Get approvals from each customer
   4. Include appropriate portions in the contracts
   5. What is the form for incident reports; how following up; Zyprr, CarePortal, etc….?
5. Protocols: Paul
   1. There are 5 currently. Ask customer which they want us to implement when get their signoff? Getting the approval. Include with contract
   2. Talk to Hugh about getting a file together: RHCI diabetes and hypertension, SDPC – likely none
6. Policy Documents: Paul
   1. Comments on HIPAA from Bill, Steve and Pam. Paul to finish.
   2. Security document work – also loss of stolen devices, laptops, mobile.
      1. Can we use Carbonite for backup? --- Caleb looking into it
   3. Finalize contracts: Paul
      1. Reduce number of signature points
      2. Be clear on what has to be in letter contract and what needs to be in the full contract
      3. Include page numbers
      4. Timeline for Billing: bill upfront on contract signature, Bill units prior to shipment, Bill subscription on 1st of month after units shipped, how to handle Vermillion storage?
      5. Timeline on contract: LC, 30 days in LC to get to full contract signoff, Include scope of work in LC, Rate per hour on additional customizations in full contract and LC.
   4. Need to get copies of all letter contracts: CSP, ECN, RHCI, ???? And contracts.
   5. Quote to contract document: Complete and determine how Zoho fits in
7. Units needed: Get update from Bill on expectations
8. Pam Other
   1. Case study on patient whose med plan was not correct per PCP. Amy has looked at it. Have Brien write-up
   2. See above form for incident report
   3. See above on training
   4. “Monitoring and Coaching” process
   5. “Protocol Alert Handling” process
   6. Other names or reference table
   7. Project Plan for CMMC
      1. Duval – 2 per week; get Mike Charley involved if required
      2. Pulmonary – 3 now by end year, 8 in January and each month thereafter
      3. Cardiology – 4 now; get names to Piali and start the onboarding. 4 every other week.
      4. Residency – need an agreement. Piali/Paul visit first week in January to finalize the recruitment process.
   8. ECN – MDS: Why not using?
9. Bill other
   1. SDPC: 15 patients identified. Go ahead and collect the profiles now. Autism, speech impairments, ….. Piali would like to see
   2. Project plans by Wednesday; product template first following outline above
10. Paul other
    1. Standardize on formats, version control, locations, …….., library of processes/policies
    2. What are files located? Are all on shared directory