



# Assurances and Coverages

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These performance measures will be detailed in the implementation agreement and guaranteed to be met in service:

## Performance Assurances

- 99% Technology uptime
- >95% patient language coverage
- >90% Unassisted patient completion rate
- >90% Patient satisfaction rate
- >99% Accuracy of information rate

## Civil Rights, ADA and Canadian Patient Rights

- Title VI of the Civil Rights Act of 1964, as amended (42 USC §200d) & (45 CFR 80)
- Section 504 of the Rehabilitation Act of 1973, as amended (29 USC §794)
- Programs and activities receiving federal assistance from HHS (45 CFR 84)
- Programs or activities conducted by HHS (45 CFR 85)
- Titles VI and XVI of the Public Health Service Act (45 USC §§291 & 300) & (42 CFR 124, Sub G)
- ADA Title III section 504