

## AMENDMENT TO AGREEMENT

This Amendment is entered into by and between **Press Ganey Associates LLC** (d/b/a Press Ganey Associates, Inc.) (“Press Ganey”) and **Mangum Regional Medical Center** (“Client”) (and together with Press Ganey, the “Parties”) as of **April 1, 2021** (“Amendment Effective Date”).

**WHEREAS**, the Parties have entered into a Master Services Agreement effective July 23, 2018 as amended on April 1, 2021 (the “Agreement”); and

**WHEREAS**, the Parties desire to amend the Agreement with the terms and conditions set forth herein; and

**NOW THEREFORE**, in consideration of the premises set forth above and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

**1. Amendments to the Agreement.** As of the Amendment Effective Date, the Agreement is hereby amended as follows:

**a.** Section 1.a. (first paragraph) of the Amendment effective April 1, 2021 will be repealed and replaced with the following:

Beginning **July 1, 2021** and running concurrently to the Agreement, the Parties agree to replace the existing Phone Methodology for Inpatient with HCAHPS service and Emergency Department service with eSurvey Blend and Text Invitation Methodology as outlined in Exhibit A-1 and Attachment A-1, attached hereto. These services shall renew as outlined in Section 3. TERM of the Agreement

**2. Limited Effect.** Except as expressly provided in this Amendment, all of the terms and provisions of the Agreement are and will remain in full force and effect and are hereby ratified and confirmed by the Parties. On and after the Effective Date, each reference in the Agreement to “this Agreement,” “the Agreement,” “hereunder,” “hereof,” “herein” or words of like import, and each reference to the Agreement in any other agreements, documents or instruments executed and delivered pursuant to, or in connection with, the Agreement, will mean and be a reference to the Agreement as supplemented by this Amendment.

**3. Conflicts.** To the extent there is a conflict between the terms of this Amendment and the Agreement, the terms of this Amendment shall control.

IN WITNESS WHEREOF, the undersigned have executed this Amendment as of the Amendment Effective Date.

<b>MANGUM REGIONAL MEDICAL CENTER (Client #33187)</b>	<b>PRESS GANEY ASSOCIATES LLC (D/B/A PRESS GANEY ASSOCIATES, INC.)</b>
<b>By:</b>	<b>By:</b>
<b>Name:</b>	<b>Name:</b>
<b>Title:</b>	<b>Title:</b>
<b>Date:</b>	<b>Date:</b>