

**MySleepScoring™**

**Volume 10 – Client Onboarding & Trust Center  
Manual**

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# Client Welcome Guide

This section establishes company guidance for client welcome guide.

The objective is to provide clients with a consistent onboarding experience and clear expectations regarding security, quality, communication, and service delivery.

Documentation provided to clients should accurately reflect company practices and contractual obligations.

Questions, concerns, and operational issues shall be directed through designated client contacts and documented when appropriate.

Materials in this manual are reviewed annually and updated as services, regulations, or client requirements change.

# Client Onboarding Workflow

This section establishes company guidance for client onboarding workflow.

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# **Service Level Agreement Overview**

This section establishes company guidance for service level agreement overview.

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# Secure File Transfer Instructions

This section establishes company guidance for secure file transfer instructions.

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# Remote Access Requirements

This section establishes company guidance for remote access requirements.

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# Supported Sleep Systems

This section establishes company guidance for supported sleep systems.

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# Study Assignment Workflow

This section establishes company guidance for study assignment workflow.

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# Turnaround Time Standards

This section establishes company guidance for turnaround time standards.

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# Escalation Contacts

This section establishes company guidance for escalation contacts.

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# Quality Assurance Commitment

This section establishes company guidance for quality assurance commitment.

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# **Inter-Scorer Reliability Program**

This section establishes company guidance for inter-scorer reliability program.

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# Credentialed Staff Standards

This section establishes company guidance for credentialed staff standards.

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# **HIPAA & Privacy Commitment**

This section establishes company guidance for hipaa & privacy commitment.

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# Information Security Overview

This section establishes company guidance for information security overview.

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# **Business Associate Agreements**

This section establishes company guidance for business associate agreements.

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# **Client Communication Standards**

This section establishes company guidance for client communication standards.

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# Critical Findings Escalation

This section establishes company guidance for critical findings escalation.

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# Website Trust Center

This section establishes company guidance for website trust center.

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# Security FAQ

This section establishes company guidance for security faq.

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# Privacy FAQ

This section establishes company guidance for privacy faq.

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# Vendor Due Diligence Package

This section establishes company guidance for vendor due diligence package.

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# Client Offboarding

This section establishes company guidance for client offboarding.

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# Annual Client Review

This section establishes company guidance for annual client review.

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# Appendices

This section establishes company guidance for appendices.

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