

The MEDITECH Solutions Group

Applications Support Services



Providing the Right Expertise at the Right Time

Healthcare IT organizations are faced with many significant challenges. A few common examples are: finding qualified support staff, optimizing systems to meet end-user needs, and responding to the pressures to cut costs. We have a solution for MEDITECH customers faced with these challenges. Previously available only to our Perot Systems IT Outsourcing and MSite-managed hosting customers, we now offer MEDITECH Applications Support services to the entire MEDITECH community.

How can this service help?

Acting as a single point of contact for customers to handle incidents, requests, change management, and problem resolution, the MEDITECH Solutions Group within Perot Systems takes an integrated approach to offering the support services you need. We can provide customizable applications implementation and around-the-clock operational support across the entire spectrum of MEDITECH solutions by augmenting your staff with our leveraged team of MEDITECH specialists.

Our team includes more than 120 professional consultants with real-world MEDITECH experience in healthcare environments. These broad-level skills combined with our comprehensive technology support knowledge base enables quick turnaround of requests and issues resolution. Perot Systems works directly with MEDITECH to resolve software issues on the customer's behalf.

MEDITECH Applications Support Services overview

It can be a difficult challenge building an in-house support staff that can handle a diverse array of technology issues and requests. Our services deliver the frontline help you need supporting your MEDITECH applications, which provides many advantages for your organization, including:

- Providing on-demand consultants with direct knowledge and experience in the areas required
- Adding to the capabilities of your existing IT staff by expanding your sphere of expertise
- Helping you get the most out of your Healthcare Information System and respond to user needs
- Offering a comprehensive support solution for a predictable monthly rate
- Providing fast resolution for routine issues and collaborative support for upgrades and change requests
- Enabling your IT staff to continue daily operations while problems are solved and enhancements are implemented
- Ensuring adherence to best practices and standardization for changes to the MEDITECH environment

Achieve the power of MEDITECH

Our MEDITECH Solutions Center is staffed by a team of technical and subject matter specialists across all MEDITECH applications areas:

- Patient Revenue Cycle
- General Financials
- Patient Accounting
- Ancillary Clinical
- Care Provider Clinical
- Ambulatory Clinical
- Technical and Shared Services

How do our services work?

The MEDITECH Solutions Group provides a single point of contact for customers. Requests and incidents are triaged by the call center and assigned to the appropriate subject matter specialist. The support ticket is monitored, tracked, and escalated when necessary. Customers are kept current on the status of their issue through direct communication with a dedicated Service Analyst. In addition to providing issue-specific updates, the Service Analyst coordinates weekly customer calls, acts as an escalation point, is responsible for customer satisfaction, and performs call analysis to ensure that responses consistently meet pre-defined service level agreements.

What's the advantage?

Because the MEDITECH Solutions Group is staffed by specialized support personnel and experienced consultants, customers are able to get faster resolution to a wide range of requests. We take a collaborative approach to customer service, leveraging the combined MEDITECH, clinical, and systems knowledge base to provide the best solution to both common and complex customer requests.

Service Requirements and Specifications

Perot Systems is now offering MEDITECH Applications Support to its customers as an expanded support service offering.

To take advantage of the MEDITECH Applications Support Service, no additional equipment, software, or connectivity is required. One telephone number provides total access to technical and applications support for your MEDITECH applications.

The Applications Support Service can be customized to your specific needs. In addition to the Applications Support subscription, members of the team are available to help on special projects.

Summary

Working with MEDITECH, and using best practices to resolve problems and optimize applications, the Perot Systems Application Support Service delivers superior value using experienced professionals, state-of-the-art incident tracking, and tested issue resolution methodologies. In addition to problem management and escalation, Perot Systems offers consultative support for business process issues in the MEDITECH environment, and provides advice for optimizing the usage and effectiveness of the MEDITECH application.

To discuss ways that we can help with your MEDITECH solutions, or provide additional information on Application Support Services, contact us at meditechsolutions@ps.net.

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