

Improve Clinician Satisfaction and Support Electronic Health Record Adoption

Healthcare Service Desk by NTT DATA

Benefits:

- Enhance your users' experience with high levels of first-call resolution
- Reduce workload of your onsite EHR support teams
- Allow your high-cost EHR resources to focus on other complex activities and project work
- Accelerate overall implementation, deployment and adoption
- Significantly improve change management and adoption

Is your current clinical IT support underserving your care providers?

Your care providers are your most valuable resources. And just like patients expect high levels of expertise and knowledge from their doctors, care providers expect the same from their clinical IT support staff.

When it comes to your electronic health record (EHR) system, your clinical end users expect consistent quality, processes and responsiveness so they can deliver the best patient care possible, minimize readmissions and associated penalties, and adopt and learn to maximize the vast potential benefits from the new or existing EHR system with a sense of security that the right resources are in place.

But if your existing support team is understaffed, lacks the appropriate experience and provides inadequate first-level support, your clinical end users can become overwhelmed with frustration. As our experience has shown, this can lead to a reduction in clinicians' EHR adoption, duplicative work for IT staff, and your cost-effective and timely EHR deployment efforts being undermined — not to mention your organization not fully realizing a return on your significant investment on the EHR implementation.

Effective frontline support increases satisfaction and adoption. That's why Healthcare Service Desk by NTT DATA provides your clinical application users with knowledgeable resources they can turn to for quick help with any application and user challenges, when they need it, right on the first call. A robust and professionally staffed service desk, our team of clinicians, medical professionals and technicians can improve your physician and clinician satisfaction, productivity and EHR adoption — and help reduce your total cost of implementation and support.

Our industry-leading Healthcare Service Desk provides frontline support for your EHR systems and end users with:

- A hospital-experienced clinical support team with extensive domain knowledge with major healthcare information systems (HIS), including Epic, Cerner, MEDITECH, McKesson and NextGen
- A single point of contact for hospital-based, ambulatory and affiliated practice users
- Seamless integration with your organization's HIS workflows
- A scalable solution to accommodate your short- and long-term growth plans
- 24x7 support

Unique, scalable service that utilizes in-depth domain expertise

Healthcare Service Desk provides your physicians and clinicians with the immediate support, coaching and guidance they need to optimize the use of your HIS system. Your end users will have 24x7 access to a frontline support team staffed with clinical and application experts.

Your users can utilize our team's hands-on knowledge and in-depth experience with industry-leading HIS software vendors to resolve specific issues related to the use of the software, get incremental training to help them stay abreast of the latest software versions or gain helpful guidance on how to best use the system to help them deliver the highest level of care.

Our team includes experienced resources with certifications and training to help your organization implement, optimize and maintain your HIS. We apply our domain expertise and best-in-class knowledge repository of more than 10,500 managed knowledge base articles detailing best practices garnered over years of experience with leading HIS vendors to resolve end-user questions and issues. These articles are customized to your EHR implementation, policies, processes, clinical flows and existing support team structures.

Get speedy, first-call resolution

Let's face it. Nobody wants to be put on hold when they call IT for critical support — especially physicians and clinicians. With one phone call, your healthcare providers will get quick resolution to their issues. As part of our service-level agreement, we provide timely resolution of issues during the initial contact by the end user. When escalation is required, we have the experts on call to fix the problem on the spot. We help determine root causes for common incidents to mitigate future issues and call volumes wherever possible. All calls and incidents

are handled using a robust ticket management system based on the IT Infrastructure Library (ITIL) framework. We will also conduct surveys to ensure quality and satisfaction, as well as provide you with standard and customized reports to keep you well informed.

Free up your highly skilled resources to focus on strategic initiatives

Healthcare Service Desk enables you to free up your team members to focus on higher impact and more strategic initiatives. If you are like most organizations, you have limited resources, and you need to focus attention on key priorities such as implementing EHR technology and ensuring your infrastructure and cloud environments are designed to support your growing clinical demands. Freeing up your Level 2 team will save you time and money by avoiding duplicated work efforts and reducing the need for high-cost, temporary, third-party personnel.

Accelerate implementation and deployments

Our team will work with your staff to provide an additional layer of support related to real-time education of users following best-practice workflows unique to your organization. With our team informed about upcoming training, upgrades and patch/fixes, and other maintenance activities, the impact on your clinicians and the burden on your application management team can be significantly reduced.

End-to-end clinical and technical support

Healthcare Service Desk is complemented by our consulting practice, application support and management, and technical service desk providing end-to-end scalable solutions to ensure quality service throughout the continuum of care delivery. Recognizing the critical importance of your healthcare applications to the delivery of care in

your organization, we provide a range of EHR support practice services to ensure you realize the full benefit of every application.

With help from NTT DATA, you get scalable, first-call resolution from experts with hands-on knowledge and in-depth healthcare experience.

Why NTT DATA

Healthcare Service Desk is designed to help your organization realize the full benefits of every application by offering frontline, world-class support from the right people, processes and technologies.

NTT DATA Services provides healthcare-specific counsel and integrates end-to-end solutions to support your strategic, operational and financial goals.

Today, thousands of care providers worldwide rely on NTT DATA, which includes extensive experience with leading EHR application vendors such as Epic, Cerner, MEDITECH, McKesson and NextGen.

When you choose NTT DATA, you benefit from our proven, reliable delivery model and experienced team. Drawing from extensive global resources, we offer great rates for highly skilled people and rapid implementation services. We use best practices to accelerate results while managing simple to complex IT and clinical environments with disciplined workflows and automation processes to reduce costs. With NTT DATA, you get what you need with the quality you would expect from a global healthcare services leader.

Visit nttdataservices.com to learn more.

NTT DATA Services partners with clients to navigate and simplify the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. As the largest division of NTT DATA, a top 10 global business and IT services provider, we combine deep industry expertise with a comprehensive portfolio of consulting, application, infrastructure and business process services.

NTT DATA
Trusted Global Innovator