NTT DATA

Empower care providers for success

Healthcare Service Desk

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

Just like patients expect high levels of expertise, understanding and compassion from their doctors, care providers expect the same from their clinical IT support staff. But if your existing support team is understaffed, lacks the appropriate clinical workflow knowledge or experience and provides inadequate first-level support, clinicians can become frustrated.

Your electronic health record (EHR) system should be easy to access, consistent and responsive so that you can deliver the best patient care and safety, minimizing readmissions and associated penalties — all while having a sense of security that the right resources are in place.

That's why Healthcare Service Desk by NTT DATA provides your clinical application users with knowledgeable resources they can turn to for assistance with any 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 in extensive domain knowledge with major healthcare information systems (HIS), including Epic, Cerner, MEDITECH, Intouch and Teladoc
- A unified resource for hospital-based, ambulatory, affiliated practice users, and community patients, offering comprehensive support
- Seamless integration with your organization's HIS workflows
- A scalable solution to accommodate
- 24x7 support strategically staffed based on your healthcare system needs

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.

Our team has extensive hands-on knowledge and expertise working with top-tier HIS software vendors. We can help your clinicians and end users effectively address any software-related issues. We also provide additional training, so they remain up to date on the latest versions. With our valuable guidance, your clinicians and end users can optimize system use to deliver exceptional patient care 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. One phone call will resolve your healthcare providers' issues, either directly or by determining whether a specialized group within your organization should address the problem. Either way, we'll quickly discern the best approach for a quick resolution.

When escalation is required, we have the experts on call to fix 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 highcost, temporary, third-party personnel.

Accelerate implementation and deployments

Our approach involves cultivating strong relationships with your IT team to enhance communication, training, resources and issue resolution. We understand the value of direct connections and building rapport, so our customer success specialists actively engage with your staff to provide additional support. This includes real-time education for users to make sure they have the knowledge to use the systems effectively and follow best-practice workflows tailored to your organization's unique needs. Our team stays informed about upcoming training, upgrades, patch/fixes and other maintenance activities. Doing so alleviates the workload on your application management team and significantly reduces the impact

on your clinicians. This collaborative approach strengthens the support structure and allows your clinicians to focus on providing high-quality care while we handle the IT complexities.

End-to-end clinical and technical support

Our comprehensive healthcare service desk is backed by our consulting practice, application support and management, and technical service desk, offering scalable solutions that cover the entire care delivery continuum. We understand the vital role that healthcare applications play in delivering quality care. Whether your callers' needs are clinical or technical, we recognize the significance and urgency healthcare workers face. With our experience in facilitating resolutions, we provide a quick return to their primary duties. We prioritize seamless healthcare operations, including efficient support, so your staff can focus on delivering exceptional patient care.

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

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