



Application Support Services

Healthcare IT teams struggle to balance strategic initiatives with support and maintenance of their enterprise software. With experience from over 30 successful clients, Healthtech's Application Support Services team provides industry-leading support and maintenance at a guaranteed fixed cost. We fine tune your system and unlock best practices to take care of your users so they can provide better care.

What WE DO

- ▶ Tier 2 application support
- ▶ Upgrade and testing
- ▶ Implementation support
- ▶ Full-service legacy support
- ▶ Technical support (HIS integration, report writing, analytics and data management)

Success Stories

Baycrest Health Sciences (Toronto, ON)

- ▶ MEDITECH application support
- ▶ Upgrade support
- ▶ New functionality implementation

Government of Nunavut, Department of Health (Nunavut, Canada)

- ▶ Application support for MEDITECH applications and PACS
- ▶ Implementation of additional functionality

Yale New Haven Hospital (New Haven, CT)

- ▶ Epic application support (partial-Beaker, Radiant, IP Orders)

Franciscan Missionaries of Our Lady (Baton Rouge, LA)

- ▶ Enterprise Epic application support for multi-hospital system

The Healthtech Difference

Breadth and depth of experience

When it comes to serving your EHR, we offer the most value and deepest expertise. Our senior application advisors average 10 years of health IT experience in multiple Health Information Systems. Our team brings the system experience you need without the stress of filling full-time roles.

Predictable and competitive costs

Our capitated pricing model eliminates surprise costs while ensuring our incentives are fully aligned with yours. By taking ticket volume out of the equation, we focus on solving problems at the root cause and give you a clear forecast of costs throughout the engagement.

Highest rated by KLAS

To provide a full range of application support services, we work alongside our partners at Nordic, the highest rated firm for go-forward Epic support with an overall score of 93.5 and the most validated Epic clients report, *AMS & Help Desk 2018*.

Healthtech has provided support for several of our MEDITECH applications, implementation of new functionality, and support for non-MEDITECH applications such as PACS. Our partnership with Healthtech has been instrumental in the successful implementation and ongoing operation of our territory-wide EHR.

TRACY MACDONALD

Director of eHealth
Government of Nunavut
Department of Health
Nunavut, Canada

How we work with you:

Listen.

01

Execute and deliver results.

03

Collaborate on a plan.

02