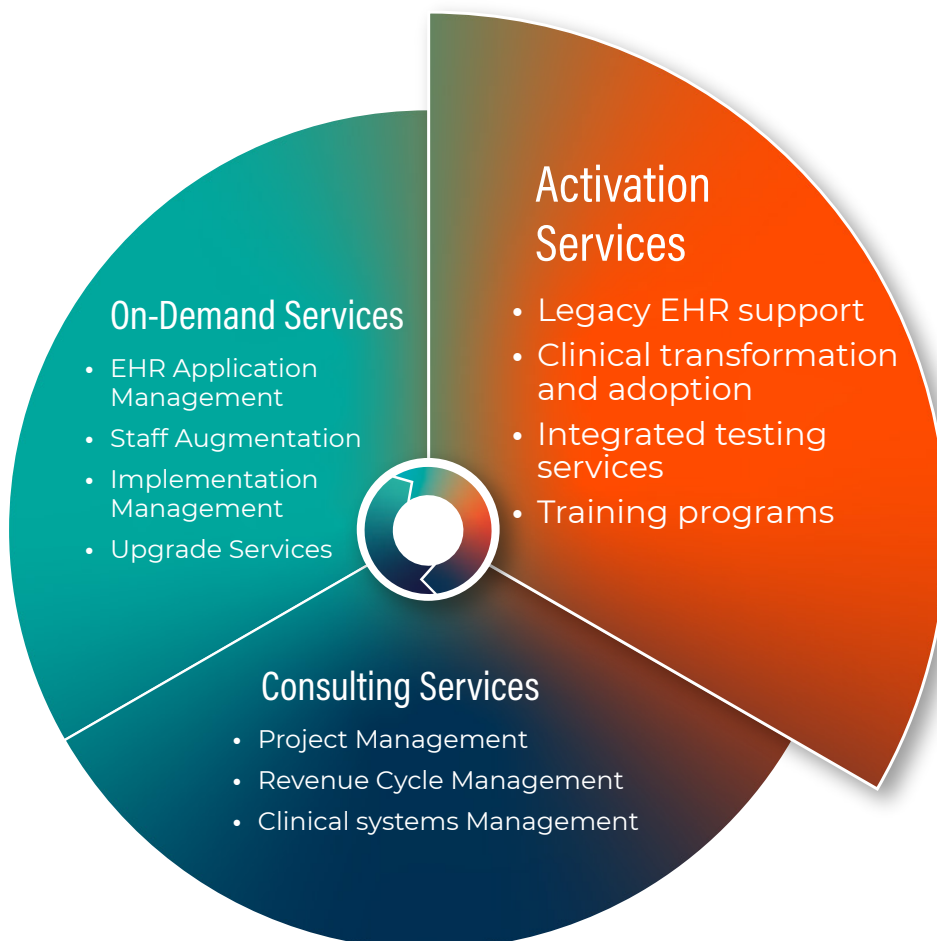


Helping you go the distance from afar

Virtual activation and training services advance organization objectives for EHR adoption and proficiency



Online interactions are ubiquitous in today's world – from personal gatherings to business meetings to patient encounters. Remote technology is breaking down barriers to productivity and collaboration and can be skillfully used to prepare organizations shifting to a new EHR. DeliverHealth EHR services can help advance your activation projects and training through online meetings, virtual access and remote support methodologies.



Key benefits

- Make headway on EHR initiatives
- Provide uninterrupted training
- Ensure successful cut-over
- Reduce costs of resources and travel
- Enhance patient safety with readied EHR users

Minimal technical requirements

- Client network access
 - Supported application access
 - Citrix Director/SCCM access
 - Desktop sharing software for remote access to a user computer
 - Scheduling tool
 - PRD access at the time of personalization (for provider usability sessions only)
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Virtual training

Deliver an effective and innovative learning experience that drives adoption. Our project plan, curriculum and virtual training methodologies maximize training engagement through flexible schedules and targeted training (users, skill sets, modules, etc.) that ease EHR activations.



Virtual provider usability sessions

Protect the patient and provider experience by familiarizing users with their day-to-day specialty-based workflow. Providers schedule one-on-one virtual sessions and practice core skills in an EHR environment integrated with DeliverHealth technology to learn how to effectively use documentation tools.



Virtual walkthrough needs assessments

Ease EHR activation by readying an effective virtual command center. Web-based documents combine with a remote assessment to determine resource schedules, assignments and area of expertise while frequent one-on-one virtual planning sessions present the opportunity for managers to address concerns.



Virtual command center activation support

Reduce work disruptions with 24/7 remote support dispatched through a virtual command center during activation. Videoconferencing applications serve up virtual support rooms that achieve an at-the-elbow feel for remote experts to assist users with Epic and Dragon workflows and new tools. Remote command center planning uses skillset and cultural matching to ready dually trained (Dragon and Epic) resources to provide effective remote resolution of critical issues.



Remote chart abstraction services

Prevent data loss and prepare charts for use by inputting data (patient records, appointments) from the existing system into the new EHR. Use web-based tools to achieve chart abstraction efficiency from a remote setting.



Remote activation planning

Ready an organization for a new EHR by using technological mediums to conduct virtual meetings with key stakeholders and project team members. Outline needs, set goals and build project delivery plans that drive EHR adoption and utilization.

Analytics provide real-time actionable data

- Categorizes performance proficiency to identify struggling users and gaps in skillsets
 - Drives action plans and support adjustments to help departments and/or user roles improve use of related skill sets, modules, and/or applications
 - Informs proactive training and allocation of resources to grow user knowledge
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About DeliverHealth

DeliverHealth simplifies EHR and revenue cycle complexities, so providers can spend more time caring for patients and less time on documentation and technology. With clients and operations in five countries, decades of health information management, and hundreds of EHR 'Go Live' deployment experiences, DeliverHealth offers solutions across multiple specialties in hospitals, health systems, and physician groups. For more information, please visit [DeliverHealth.com](https://www.deliverhealth.com).

