

Real-time support for EHR users

Limit work disruptions, grow user proficiency, and free IT teams to focus on advanced initiatives.

EHRs are a significant resource for documenting care, but users with limited skills limit their worth. Usability problems can impede documentation quality, frustrate users, and delay care. Responsive support is key to driving adoption, improving user satisfaction, and advancing patient safety.

DeliverHealth Service Desk for EHRs and DeliverHealth Solutions provides remote support for users, 24x7x365 from anywhere with no waiting through phone or online communication channels. Our agents have a minimum three years of support experience and most hold clinical credentials. Responsive service is powered by training on the latest EHR versions and familiarity with the organization's EHR. Plus, agents are uniquely able to provide guidance on using DeliverHealth solutions within the EHR.

Our agents help users navigate and resolve basic and more in-depth issues for a high first-call resolution rate that requires little interaction with the customer ticketing system. When escalations are in order, our agents coordinate with the customer help desk and EHR team to provide thorough instructions that save analyst time.

Driven by SLAs and KPI analytics

First-call resolution rate for all issues	Call acknowledgment rate	Call abandonment rate	Email/messaging acknowledgment
85%	Less than 60 seconds	Less than 5%	Less than 2 hours

Support calls offer valuable insight on common user issues. By analyzing user roles and issue types, we identify problem areas and recommend targeted training plans, build modifications, and support initiatives to promote continual advances in user proficiency and adoption.

Key benefits

- Minimizes work disruptions and supports user satisfaction.
- Maximizes user convenience with 24x7x365 real-time assistance.
- Eases EHR analyst, superusers, and customer support desk workload.
- Grows user productivity, satisfaction, skillset knowledge, and self-reliance.
- Advances optimal use of DeliverHealth technology within the EHR.
- Supports continual usability improvements.

DeliverHealth Service Desk areas of support

- DeliverHealth solutions
- Dragon Medical One
- Dragon Medical Advisor
- PowerMic Mobile
- EHRs (active and legacy)
- Allscripts
- Epic (including NoteReader CDI, Haiku, Canto, and Rover)
- MEDITECH (Client Server, Magic, and Expanse)

DeliverHealth Help Desk vs. Traditional Help Desks

	Traditional Help Desk	DeliverHealth Help Desk
Focus	Hardware, software, add-ons	EHR and DeliverHealth Solutions
Availability	Business hours	24x7x365
Protocol	Triage and route to IT analyst	Resolve the issue or escalate
Trained in clinical end-user support and “concierge” customer service	X	✓
Experts in EHRs	X	✓
Trained and certified in DeliverHealth Solutions	X	✓
Knowledge of office environments, clinical workflows, organization processes, and procedures	X	✓
Secure VPN remote desktop for screen sharing in real time	X	✓

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.