

Clinical Service Desk

The Challenge:

Maintaining Operational Excellence and Usability for Your End Users

Your EHR is a mission-critical application at the core of delivering patient care. Clinical end users require systems that are highly responsive, always accessible, and fit their clinical workflows. CloudWave's CloudCare support services are the cornerstone of our dedication to helping hospitals achieve Operational Sustainability, providing true support coverage for today's healthcare IT environments, and enabling users to maximize the value from your healthcare organization's software investments.

The Solution:



Clinical Service Desk Support

CloudWave understands that hospital end users rely on EHR and ancillary applications to effectively perform and manage patient care. OpSus CloudCare's Clinical Service Desk focuses on clinician satisfaction, with real-time, workflow-centric support.

Clinical Service Desk Support is delivered out of our U.S. call center, staffed around the clock by an experienced clinical applications support team. In addition to phone support, users may submit requests and incidents through the secure customer portal, and are able to track the status of their tickets in real-time.

Using state-of-the-art tools and proven ITIL processes, the Clinical Service Desk team provides a single point of entry and first-touch support for Tier 1 incidents and service requests. Routing of incidents that can't be resolved during initial contact are handled by expert clinical support analysts or certified clinicians on staff. The team is able to address and resolve many issues right away, with an extensive knowledge base that includes documentation of known support issues and resolution information.

Clinical Service Desk support provides the ability to identify, analyze, and respond to trends. This enables healthcare organizations to shift from reactive to proactive resolution of issues, and allows the Clinical Service Desk team to provide enhanced triage, share knowledge, and offer "at the elbow" support to users.

Service Highlights

- A single point of contact for end user problem resolution
- U.S. based staff members are available 7 x 24 x 365 to take your call on our dedicated Support line, customer portal, or chat
- Weekend or shift coverage options available
- Tier 1 support for incidents and requests, with rapid, pre-defined escalation paths
- Services include support for access management, remote connectivity, password resets, employee onboarding, transition, and offboarding
- Unlimited requests—users may access CloudCare services as often as needed
- CloudWave knows and understands your multi-vendor IT environment
- GuideIT and CloudWave Support staff are trained and experienced working in critical healthcare environments

Clinical Service Desk Support Services Include:

- Workflow questions
- Training questions
- Application not acting as suspected
- Post upgrade/new build functionality questions/issues
- Transferring, admitting, discharging patients
- Customizing views, preferences, order sets, medication frequency and dosages
- How to handle pop-ups
- Locating images
- Changes to user demographics within security
- Activating patient and provider portal accounts, questions, requests
- System performance issues
- Printing and scanning questions
- Request for patients to be merged
- Assistance with setting up/updating patient lists
- Changing departments/roles/access
- Downloading applications onto a mobile device or smartphone
- Single sign on and multi factor authentication
- Problems with results, orders, demographics not interfacing
- Application termination
- Missing icons



Service Highlights

- Real-time dashboards to proactively manage SLAs
- Monthly SLA/SLO Reports
- Focus on Continual Service Improvement and volume reduction
- Strong relationships with partner development resources enable collaboration and resolution of application performance-related issues
- Enhanced escalation paths and certified clinical resources on staff to speed issue resolution
- Recommendations for modifications or updates that may be required over time
- Focused on clinician satisfaction, with the goal of resolving issues real-time, on the first call.

CloudWave offers a complete suite of services to provide customers with options for end-to-end systems support and management.

Technical Service Desk Support

CloudWave also offers technical service desk support for hospital end users, to assist with remote connectivity, employee onboarding, productivity software support, and more.

Powered by GuidelIT, these services provide access to expert support resources using an ITIL best practice service desk approach to achieve targeted operating improvements, improve end user satisfaction, and deliver efficiencies through a highly-responsive services partnership.



Learn More at www.gocloudwave.com.

CloudWave offers a complete suite of services to provide customers with options for end-to-end EMR/EHR, Imaging, and enterprise systems support and management.

