

Driving optimal use of Epic for breakthrough productivity.

Maximize your Epic experience with Nuance EHR Services.

A successful implementation and long-term strategy for Epic's EHR requires effective planning, well-executed training, streamlined workflows and ongoing support. We understand both the challenges and opportunities encountered throughout all phases of your EHR's life cycle.

Nuance® EHR Services for Epic® is uniquely positioned to help you maximize your investment and ensure continued success. Your care teams need guidance, support and thorough enablement to empower them with the skills and tools needed to optimally use Epic. Our team's clinical expertise and vast knowledge of both Epic and Nuance solutions offer a powerful combination to deliver impressive results. You already invested in the technology—let us make sure your care teams are equipped to use it effectively.

– Epic Training Services

Our credentialed and certified staff are skilled at building and delivering integrated, customized training programs that focus on productivity and are supported by knowledge assessments to facilitate continuous learning models. Personalization Labs are designed with your care teams' workflows in mind and offers an integrated approach for Epic and speech recognition solutions. Simulation Labs are a highly valuable tool allowing hands-on, specialty-based training and analytics to validate the effectiveness of training for individual caregivers.

– Epic Go-Live Services

Customized go-live plans are designed with your organization and staff in mind. Our hands-on experts will be right there—supporting them when they need it most—with a focus on driving adoption, satisfaction and productivity through enablement and quick problem resolution. Our highly skilled professionals' ability to quickly navigate issues and provide a resolution while keeping your goals in mind are why we are one of the top-ranked organizations for go-live services.

– Epic Optimization Services

As your EHR technology continues to advance, our experts collaborate with you to enable your care teams to take full advantage of evolving features and functionality. We use a full spectrum of assessments, benchmark reporting and actionable EHR metrics to identify key functionality and potential providers who will benefit from support. We provide tools such as optimization training guides and assessment reports, assistance with build updates and upgrades, and flexible learning through both one-on-one and small group labs—all focused on helping your staff work more efficiently and effectively.

Key benefits

- Improves clinician satisfaction and adoption
 - Decreases go-live errors
 - Reduces productivity downtime
 - Supports data-driven and personalized physician enablement
 - Improves rate of throughput
 - Integrates Epic and speech recognition product training
 - Advances utilization of EHR functionality
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– **Epic MyChart Service Desk**

Patients are increasingly taking a more active role in their healthcare. Providing Epic MyChart is an excellent step toward empowering your patients, but it can only be as good as their ability to use it—and your readiness to help them. Our 24/7 bilingual MyChart team focuses on helping your patients better navigate and understand the self-service tools available to them, allowing you to achieve patient engagement goals and patient satisfaction objectives.

– **Epic Clinical Service Desk**

We know long-term success does not happen without the right support in place for your care teams. Our Clinical Service Desk team focuses on providing physicians real-time support and is available 24 hours a day, seven days a week. We know your goal is to help physicians be as productive as possible while maintaining focus on providing high-quality patient care. Let us help you deliver on that promise.

– **Epic Professional Staffing**

As your Epic EHR journey progresses, additional expertise and resources may be needed to meet your organization’s objectives. You have operational readiness to contend with; this involves preparing a plan for projects and upgrades, creating content that meets your organization’s needs, training staff, maintaining compliance and regulatory standards, and providing safe, quality care to patients. Nuance’s professional staffing team is here to help advance your mission with the skill set, experience and expertise in Epic’s applications and project life cycle. Our specialists provide professional guidance and partner with your team as a seamless extension with one goal in mind: helping your organization accomplish its objectives.

The physician-led difference

With a team of practicing physicians at the heart of Nuance EHR Services for Epic, your clinical and nonclinical staff can take advantage of our deep, real-world understanding of how to use Epic in both acute and ambulatory settings. Let our experts partner with you.

Clinical expertise: Many of our senior-level consultants and integration specialists are MDs, NPs, PAs and RNs.

Extensive, proven history of success: Nuance has partnered with more than 300 healthcare organizations to support acute enterprise-wide, departmental and ambulatory Epic EHR implementations.

Epic certified and credentialed resources: Our team has experience with all of the Epic applications and can fully integrate Nuance technology—including Dragon® Medical—with all aspects of your deployment.

Our approach

Nuance EHR Services for Epic helps you successfully plan, execute, advance and maintain your deployment for maximum return on investment. Nuance provides collaborative consultation and long-term partnership to effectively navigate your technology transformation. No matter where you are in your journey, our EHR Services team will partner with your organization to achieve its financial, patient care, clinician satisfaction and productivity objectives.

“We had about 1,500 unique providers utilize the Nuance EHR Services for Epic Simulation and Personalization Labs. It really helped provide a ‘close-to-real-life’ experience, which they found to be of real benefit. I believe the Simulation and Personalization Labs played a significant role in the early success of our Epic go-live.”

Dr. Paul Mansfield
EVP and Physician-in-Chief
MD Anderson Cancer Center

To learn more about Nuance EHR Services for Epic, please call 1-877-805-5902 or visit nuance.com/healthcare.

About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What’s next](#), [Twitter](#) and [Facebook](#).

