Real-time Epic expertise for care teams when they need it most.

Respond to care teams' "how to" questions effectively the first time with Epic Clinical Service Desk (CSD)

Challenge

Physicians' primary responsibility is the care of their patients, any time, day or night, seven days a week. To deliver care in real time, physicians need real-time support for their Epic® EHR "how to" questions.

A wait of hours or days to receive resolution on issues, such as how to place an order or how to effectively utilize core EHR functionality, can impact patient care and increase physician frustration. Healthcare organization help desk resources typically do not have the in-depth knowledge and experience needed to resolve these "how to" questions during the first call from a care team member.

Epic's EHR empowers your physicians with information and tools needed to monitor and address their patients' needs 24 hours a day. Shouldn't care teams have the support needed to deliver patient care at all times of the day?

Solution

Epic Clinical Service Desk, delivered through Nuance® EHR Services, is available in real time to help physicians be as productive as possible without sacrificing patient care. The CSD team has clinical backgrounds and an average of six years of direct experience working with and supporting Epic's EHR. The CSD team is committed to helping your physicians navigate the functionality and workflows Epic's EHR offers whenever they need it—day or night.

Working closely with customers to understand their unique Epic EHR build advances the CSD team's ability to resolve care team questions the first time they are asked. Customers experience first-call resolution outcomes at an aggregate rate of 85%. For any issue they cannot resolve, the seamless escalation paths developed with the customer's help desk result in improved follow-up and resolution of all issues.

Imagine having the ability to utilize 24x7x365 support from the CSD team for remote and primary locations, during upgrades, or even during go-lives when at-the-elbow resources are unavailable or too costly. You already invested in the EHR technology—let the CSD team support your physicians when and where they need it without interruptions impacting patient care.

Key benefits

– 24x7x365 clinician support
– Aggregate 85% first-call resolution
– Epic foundation-trained and clinical-experienced support agents
– Multiple communication channels
– Monthly reporting and analytics pinpointing improvement opportunities
– Secure remote desktop support and integration with customers' IT help desks

"I have no doubt that the Epic Clinical Service Desk, delivered through Nuance EHR Services, is one of the best investments we have made for our physicians. It's a win-win for everybody. The physicians win, the analysts win, the institution wins, and the patients ultimately win because the doctors are less stressed."

David Y. Ting, MD, FACP, FAAP
Chief Medical Information Officer, Massachusetts General Physicians Organization

NUANCE

What can Nuance EHR Services provide?

First-call resolution. The CSD team has extensive knowledge of Epic's EHR and Nuance solutions, resulting in first-call resolution at an aggregate rate of 85% for the physicians' issues received. This includes advanced support for general questions, as well as help with sending responses to patient messages, how to place an order properly, ordering a prescription, and managing the Epic InBasket.

Improving physicians' mastery of Epic's EHR. Physicians must be empowered to use Epic's EHR effectively to meet patient demands. The CSD team draws upon their vast experience with and knowledge of Epic's EHR to quickly identify and provide resolutions, or to educate physicians on workflow or functionality, in real time.

EHR enhancement assistance. The CSD team is able to identify and document enhancement requests that otherwise may go unnoticed, causing physician frustration. The CSD team is one more way to provide your physicians support and a voice in improving the EHR, so they can do what they love—provide patient care.

Multiple communication channels. Physicians have increasing demands and are more mobile than ever before. CSD resources are accessible by phone, online chat, Epic's InBasket, or email, allowing physicians the flexibility to get help the way that works best for their environment and situation.

24x7x365 access to Epic EHR experts. Physicians don't work only during standard business hours, and neither does the CSD team. An estimated 20% of inquiries are fielded outside traditional business hours. The real-time availability and high first-call resolution percentage provides care teams the support they need without impacting patient care.

Actionable escalations. The CSD team is seamlessly connected and integrated into existing help desk processes. The team's keen understanding of your processes and procedures allows better anticipation of physicians' needs and the ability to educate them on how to quickly and easily navigate Epic's EHR.

Monthly reports and analytics can be utilized throughout your organization to pinpoint those physicians or departments who may need additional training, or to analyze workflows to optimize effectiveness. Continuous improvement in physicians' mastery of Epic's EHR is at the core of what the CSD team can provide.

Improving physicians' workflow and patient care
Physicians' ability to focus on patient care is of the utmost importance to healthcare organizations. Providing CSD expertise and real-time support to customers can ensure physicians and care team members have what they need to do their best work and deliver the best possible care to patients and the community. Let the Nuance EHR Services team provide physicians the support they need—when they need it—without delaying patient care.

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, LinkedIn and Facebook.

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