

Real-time expertise for clinicians when they need it most

Resolve clinicians' how-to questions the first time with Nuance Clinical Service Desk (CSD).

Clinicians' primary responsibility is the care of their patients—anytime, day or night, seven days a week. To deliver care efficiently, clinicians require real-time support to help guide use and maximize the benefits their Nuance solutions provide.

Waiting hours or days to receive assistance with how-to questions increases physician burnout and can hinder the adoption of Nuance solutions to the expected levels of use. From clinicians' point of view, the solution's value is directly related to their ability to apply and use efficiency-enhancing features and functionality benefiting their workflow. Healthcare organizations are facing resource constraints, competing IT priorities, and a lack of the in-depth knowledge needed to resolve a clinician's how-to questions during the first call.

Traditional help desks struggle to provide clinician-specific escalation paths, high first-call resolution rates, and how-to expertise needed to support all applications in use—especially when outside standard business hours. Offering clinicians dedicated assistance integrated seamlessly with an organization's help desk advances the physician experience, encourages use of Nuance solutions, and alleviates the support burden on internal help desk resources—allowing key IT initiatives to move forward without delay.

Key benefits

- 24x7x365 clinician support
- Aggregate 85% first-call resolution
- Clinically experienced and certified Nuance solution support agents
- Core skillset reinforcement and training
- Multiple communication channels
- Monthly reporting and analytics
- Secure remote desktop support and integration with customers' IT help desks

	Traditional help desk	Nuance CSD
Users	All system users	All clinicians using Nuance solutions
Incoming calls	Triage and route to appropriate IT analyst	Triage and resolve the issue
Trained in clinical end-user support	—	✓
Experts in Nuance solutions	—	✓
Knowledge of clinical workflows	—	✓
Secure remote desktop to view clinicians' screens in real time	—	✓
Trained in "concierge" customer service	—	✓

What does the Nuance Clinical Service Desk offer?



First-call resolution. The CSD team has extensive knowledge of Nuance solutions, resulting in first-call resolution for minimal work interruption. Coverage includes assistance with general use questions, how to use efficiency features, workflow integration, and education on new functionality.



Improving clinicians' mastery of Nuance solutions. The CSD team draws upon their vast experience and knowledge to empower clinicians on optimal use of Nuance solutions so they can realize improvement in documentation accuracy, quality, and productivity.



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



24x7x365 access to Nuance experts. An estimated 20% of clinician inquiries are fielded outside traditional business hours. The real-time availability and high first-call resolution percentage provides clinicians the support they need, when they need it.



Actionable escalations. The CSD team is seamlessly connected with and integrated into existing help desk processes and Nuance Technical Support. The team's keen understanding of your processes and procedures allows clinicians to call one time and be confident the issue will be resolved.



Monthly reports and analytics. Combined data for all Nuance solutions and services provides actionable insights for continual improvement opportunities. Cross-solution data allows development of targeted initiatives at an individual, departmental, or organizational level.

Providing your clinicians with the tools to capture accurate, timely documentation is key in creating a patient-centric culture. Drawing upon a decade of experience implementing and advancing adoption of Nuance solutions, the Clinical Service Desk provides support to your clinicians when they need it most.

“After going live with a new EHR and Dragon Medical One at the same time, it was important to our organization to provide our clinicians consistent, dependable, long-term access to 24-hour support. Nuance’s CSD team was very versed in Dragon Medical and our EHR, which gave us confidence in their ability to provide ongoing support for clinicians’ questions, and to help achieve optimal use of the technologies available.”

Stephanie Lahr, MD
CIO and CMIO
Regional Health

To learn more about Nuance EHR Services, please call 1-877-805-5902 or visit www.nuance.com/go/EHRservices

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