

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.

Nuance Service Desk for EHRs and Nuance 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 Nuance 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 secs	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 Nuance technology within the EHR.
- Supports continual usability improvements.

Nuance Service Desk areas of support

- Nuance 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)

Nuance Service Desk for EHRs vs traditional help desk

	Traditional help desk	Nuance Service Desk
Focus	Hardware, software, add-ons	EHR and Nuance 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 Nuance solutions	X	✓
Knowledge of office environments, clinical workflows, organization processes, and procedures	X	✓
Secure VPN remote desktop for screen sharing in real time	X	✓

“I have no doubt that [Service Desk for Epic] 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 doctors are less stressed.”

Dr. David Ting, CMIO,
 Massachusetts General
 Physicians Organization

To learn more about Service Desk for EHRs and Nuance Solutions, please call 1-877-805-5902 or visit www.nuance.com/go/EHRservices

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](#).

