

**BENEFITS**

- ✓ **Enable More Successful Projects**
- ✓ **Extend Budgets With Predictable Plan Costs**
- ✓ **Provide Better Response Time Throughout Lifecycle**
- ✓ **Improve End-User Satisfaction**
- ✓ **Alleviate Burden on IT Staff**
- ✓ **Rapidly Scale Teams to Enable Ongoing Application Rollouts**
- ✓ **Simplify Administration of Support Processes**
- ✓ **Enhance Patient Care Experience**

# HISAssist

Service Lines For The Entire Application Lifecycle

## Nurture Your HIS Investment

The deployment and support of advanced clinical and financial applications can be a daunting challenge for any organization. Industry statistics show that many large scale projects fail to meet objectives due to inadequate support during and after initial implementation. With a growing number of healthcare organizations moving to solutions such as Computerized Physician Order Entry, Clinical Documentation, and Physician Documentation, it is becoming increasingly difficult to get the desired assistance at the desired stage of these projects.

HISAssist from MedMatica Consulting Associates is a prescription for your organization's success. By offering a family of service lines focused on the various stages of the application lifecycle, HISAssist gives you access to the Right resources at the Right time. Our specialized support plans are structured to augment or replace a variety of services provided by internal IT teams and/or application vendors. Our competitive and flexible fee plans provide outstanding value when compared to the alternatives.

## Comprehensive Support Plans

The family of HISAssist offerings are centered on the three key support areas that organizations need most, and are staffed by professionals with deep experience in each discipline. The service lines are:

- **LiveAssist** - On site go-live support places experts right by your side to ensure successful activations
- **CallAssist** - On demand service desk for ongoing operations gives users the help they need fast
- **TechAssist** - Remote analyst, optimization, and report writing support quickly delivers technical services

## End-to-End Services

Each HISAssist service line is offered individually, and can be structured for full-time or part-time access. Our flexible engagement models enable you to utilize any service as a short-term solution, or as an ongoing integral part of your IT service infrastructure. Each is simple to activate, and we can seamlessly transition users from one model to the next, depending on their needs.

<i>Activation Phase</i>	<i>Operational Phase</i>	<i>Implementation &amp; Operations</i>
<p><b>LiveAssist</b> puts help just over your shoulder to keep work flowing</p>	<p><b>CallAssist</b> gives your critical users their hot-line for fast answers</p>	<p><b>TechAssist</b> performs affordable technical tasks remotely</p>

## Applications Supported

HISAssist Service Lines are Available for Most Applications From These Major Vendors

EPIC    ECLIPSYS    CERNER    SIEMENS    MEDITECH

For additional information about the program or other services MedMatica Consulting Associates provides, please contact Tom Stanley at 610.964.8090 or [tstanley@medmatica.com](mailto:tstanley@medmatica.com).