Patient Portal Support That Helps You Take Care Of Them

BENEFITS

+ Resolves over 95% of portal support issues on the first call.

+ 24/7 or business hour support services integrate and extend your support desk capabilities.

+ Improves service response to patients and providers.

+ Prevents downtime waiting for patients/physicians to connect to telehealth appointments.

+ Alleviates strain on front-office, admissions, and patient-support teams for most portal issues.

+ Delivers rapid response to physician calls with prioritized call queue.

+ Improves engagement for meaningful use goals.

How Will You Take Care Of Increasing Patient Call Volumes?

Your patients and physicians depend on the Epic MyChart portal, telehealth, and related technologies more than ever. Making quality and timely support essential. How are your internal IT teams able to absorb the increases in call volumes? Is your front-office staff spread thin troubleshooting or helping patients navigate the portal?

CereCore offers a flexible, scalable, and cost-effective support model for healthcare organizations that provides timely and effective support from a team of Epic and patient care experts. Our heritage as hospital operators mean that our support teams understand patient care like no one else – and what it takes to provide flawless support to patients and providers alike.

Epic MyChart Support Coverage. Provides email, call-in and portal in-basket support in the following areas: user administration: account activations/ deactivations, password resets, username changes, account unlocks, proxy administration messaging providers, appointment scheduling and telehealth assistance, billing questions, lab results release/review, technical assistance with software/peripherals.

100% Certified experts. Every member of our support organization is HDI certified – the gold standard of excellence in help desk support. In addition, the team is certified in ITIL and over 1200 other technologies used to enable healthcare organizations.

One-call resolution. On average, our support team resolves over 95% of portal support issues on the first contact.

Tier 1 support, plus. Our patient portal support services provide Tier 1 support for general questions, access issues, troubleshooting, and navigation of the system. Our teams also offer Tier 1 and Tier 2 Epic support for facilities for a full-service option or as a supplement to your own team's capacity.

24/7 availability, scalable shared services model. Our services and cost model is based on a shared service model with hundreds of US-based resources. This gives you ultimate scalability at an affordable cost.

Health for telehealth. Our patient portal support teams are well-versed in web and mobile interfaces and network connections. This provides expert care for assisting patients and physicians connected to telehealth appointments.

Ultra-low turnover. Our organization is known as a great place to work. Our ultra-low turnover rate provides you the peace-of-mind knowing that our team will continue to grow their understanding of your processes and procedures to anticipate patient and physician needs.

Patient-care experienced. Our team members and management possess significant experience as care providers. That provides a greater understanding of patients and caregiver needs that is not only patient-friendly, it's patient-empathy.

Desk-to-Desk Integration. Resolution failure often happens during desk handoff. Our services can be integrated with your in-house teams for seamless handoffs, including bi-directional ServiceNow integration.

BACKED BY QUALITY

AVERAGE FIRST CONTACT RESOLUTION RATE	**> 95%**
AVERAGE TIME TO ANSWER	**< 60 SECS**
AVERAGE AFTER-HOURS/WEEKEND CALL VOLUME	**15%**
HDI CERTIFIED	
ITIL CERTIFIED	
POWERED BY SERVICENOW	

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ABOUT US

CereCore® provides IT services that make it easier for you to focus on supporting hospital operations and transforming healthcare through technology. With a heritage rooted in our nation's top-performing hospitals, we serve as leaders and experts in technology, operations, data security, and clinical applications. We partner with clients to become an extension of the team through comprehensive IT and application support, technical professional and managed services, IT advisory services, and EHR consulting, because we know firsthand the power that integrated technology has on patient care and communities.