HCTEC®

EXPERIENCING INCREASING PATIENT COUNTS AND STRUGGLING TO FIND TECHNICAL CAPACITY?

Let us support your EMR so that you can support your patients.

REMOTE CAPABILITIES

- Service Desk (Tier 1) Support
- Application Managed Services (Tier 2)
- Patient Portal Support
- Telehealth Support
- Provisioning
- Staff augmentation

REALIZED BENEFITS

- 24-hour remote support with back-up teams readily available
- Minimized security risk
- Rapid deployment as needs increase
- Focus internal teams on urgent needs
- Short-term relief for overworked IT and clinical staff

Increased remote support allows flexibility and increased focus on patient care and emergency preparedness

As COVID-19 (the Coronavirus) continues to spread across the country, hospitals are faced with rapidly increasing patient demands and the risk of provider and support absence. Our clients are concerned about filling gaps as resources become ill, the capacity to support increase patient demands, and the security of their workforce working remotely.

Let our team work remote for you

HCTec's Managed Services business unit can rapidly deploy as **an extension of your hospital's IT departments,** providing 24-hour physician and patient facing support, delivered by a certified and highly skilled U.S.-based staff on a secure, HIPAA compliant remote platform. During an average month, our 250-person team professionally supports about 60,000 EMR users and handles 3,000 service requests and 3,500 maintenance tasks.

Have a short-term staffing need? HCTec also offers short term flex resources to provide relief for overworked IT and clinical staff.

"Delegating the day-to-day management of our EMR and associated support tasks enables Saint Luke's IT team to become agile, flexible, and efficient."

Debe Gash, Chief Information Officer
Saint Luke's Health System

TO LEARN MORE, CONTACT YOUR SALES REPRESENTATIVE, OR GO TO https://www.hctec.com

A BETTER WAY
TO SUPPORT YOUR EMR:

Dedicated EMR Consultant Team

Reduced EMR Support Costs

On-Demand Service