

FIELD TECH REP

BY SUSAN KUM
CUSTOMER SUCCESS MANAGER
HEALTH DATA VISION, INC.



MULTIPLE HATS

As Customer Success Manager, it is my goal to understand all aspects of HDVI operations to better serve our clients. As such, I acted as field tech representative for a day and went onsite, scanner in tow, to experience firsthand the medical record collections process for onsite retrieval. I captured lessons learned and some do's and don't's to ensure the smoothest and most efficient process possible.



DO'S

Outline all expectations clearly with the provider site contact clearly beforehand.

Communicate clearly and consistently with the provider site.

Share suggestions to improve the process.



DONT'S

Expect everything to go smoothly.

Forget to get feedback!



ABOUT THE AUTHOR

Susan Kum is the Customer Success Manager at Health Data Vision, Inc. In her role she is responsible for ensuring clients achieve maximum value from the SaaS platform and supports Risk Adjustment client engagements. She has industry experience scaling healthcare technology solutions and is passionate about the application of innovative solutions to improve healthcare access and outcomes. Susan holds an MPH from the UCLA and her BA from UC Berkeley.