



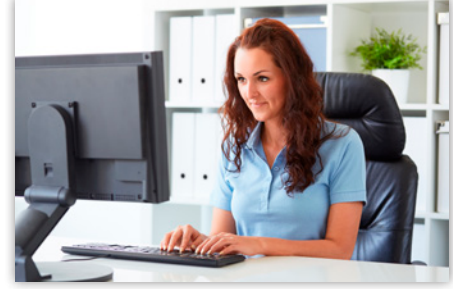
PROFESSIONAL SERVICES



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PROFESSIONAL SERVICES

There are so many moving parts in an office, how can practices keep up? InSync's Professional Services provides the expertise and the relief every practice needs.



What are InSync's Professional Services?

A dedicated team of InSync experts provide helpful processes ranging from electronic medical record and practice management workflow refreshes to on-boarding training and meaningful use attestation. With a concierge-level approach to customer service, InSync's Professional Services are meant to ensure our clients are running at maximum efficiency. We offer both Optimization Solutions, created to increase efficiency and streamline workflow, and Quality Care Solutions, designed to assist practices with meaningful use.

Optimization Solutions

EMR Workflow & Template Refresh

- Meeting with Professional Services team to complete in-depth gap analysis of client's use of EMR workflow & templates
- Client receives report of suggested template changes based on InSync's evaluation
- InSync performs changes in the system to make the client more efficient and able to develop stronger physician-patient interaction



PM Workflow Refresh

- In-depth meeting between Professional Services team and the client's billing manager
- Review a number of topics including:
 - Complete billing lifecycle and proper training to handle copay collections, claim submission, rebilling and payment posting
 - Suggest best practices for appointment management, user permission configurations and more
 - Select either two-day on-site visit or 14 hours of remote training



On-boarding

- Meeting between Professional Services team and practice owner or manager to assist in on-boarding of key new hires
- One-on-one training with new hire to cover all items in the training checklist specific to user role
- Three-hour follow-up live web training session 30 days after training
- Select from three options:
 - Office manager – Two days of one-on-one on-site training
 - Billing manager – Eight hours of one-on-one live web training
 - Provider – Three days of on-site training or eight hours of live web training (Includes EMR Workflow & Template Creation)

Financial Health Check

- Meeting between Professional Services team, key financial stakeholders of the practice and billing manager
- Complete evaluation of practice finances and best practice recommendations for PM use
- Review and train complete patient lifecycle and many other important financial processes

Quality Care Solutions

Meaningful Use

- Monthly Monitoring & Attestation Assistance
 - On-going concierge training and monthly monitoring of meaningful use data to ensure compliance
 - Dedicated meaningful use specialist for the practice
 - Step-by-Step assistance in meaningful use attestation on CMS website
 - Audit support
- MU2 Attestation Assistance Only
 - Step-by-Step assistance in meaningful use attestation on CMS website
 - Ensures accurate numbers and proper exclusions in attestation report
Submitted report is filed away on client's computer
 - No audit support

InSync is committed to working with clients through every step of the process, from initial research to long-time users. With InSync's Professional Services, clients ensure they're maximizing the benefits of their InSync software and the efficiency of every area in the practice.



About InSync

InSync Healthcare Solutions is a preeminent provider of MU-2 certified integrated EMR and practice management software, revenue cycle management services, and medical transcription services to thousands of healthcare professionals throughout the United States. The company has leveraged advanced technology, best-in-class partnerships and proven business processes to provide services and solutions that translate into better efficiency for healthcare organizations. InSync supports a wide range of leading hospitals, medical clinics and physician practices, including some of the most prestigious healthcare facilities in the nation.

