



Clinical Service Desk

Enhancing EHR Support

Leidos Health understands the complexities of providing successful Level One support to hospitals and healthcare organizations. Today's hospital employees demand immediate assistance with clinical and business issues resulting in fast resolution and non-reoccurring solutions. We have developed a proven Clinical Help Desk solution for simple integration into hospitals and healthcare organizations as a total solution or as a complement to the existing support service.

- ▶ A comprehensive 24x7x365 service
- ▶ Staffed by clinicians and application experts specific to your EHR
- ▶ Advanced call routing to the right support specialist for the issue
- ▶ Enhanced triage and accurate routing to Level 2 support
- ▶ Guaranteed contact to a support specialist, no routing to voicemail
- ▶ Technical data analytics for Problem Management (RCA)
- ▶ EHR overnight batch management included in 24x7 model
- ▶ Request intake and ticket generation



BENEFITS

- ▶ Increase your First Call Resolution
- ▶ Users back on the system faster
- ▶ Reduce your level 2 support costs
- ▶ Relieve your Help Desk of EHR issues

Avoid the precipitous drop from intensive go-live support to an understaffed, under-trained Help Desk.

FASTER, MORE ACCURATE RESPONSE TIMES

Triage complex and high severity issues immediately and redirect them to the right support specialist quickly and efficiently.

- ▶ Recognize patient safety issues immediately
- ▶ Recognize revenue impacting issues immediately
- ▶ Recognize system-wide issues before they do real damage
- ▶ Recognize trends in consistent issues
- ▶ Recognize trends in knowledge gaps



OFF-SETTING THE COST

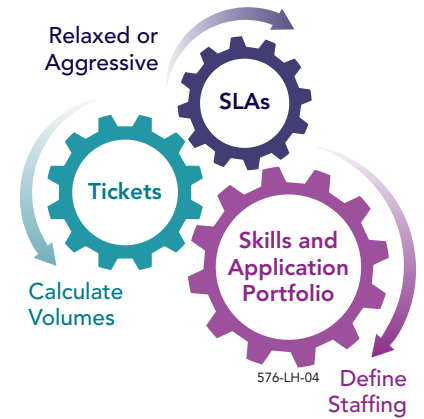
Realize savings within your regular IT Help Desk and Level 2 Support teams and improve efficiency across your organization.

- Reduced calls to your regular IT Help Desk.** Reduced staffing and reduced costs.
- Reduced tickets to your level 2 support team.** Reduced staffing, reduced costs, or focus them on projects.
- Expedient support gets your users back onto the system quickly.** Efficient support = efficient clinical care.

PROVEN IMPLEMENTATION METHODOLOGY

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| Discovery | <ul style="list-style-type: none"> ▶ Assess organization for scale ▶ Define application portfolio ▶ Identify specific requirements and scope of service |
| Transition | <ul style="list-style-type: none"> ▶ Develop scope, service plan, and knowledge transfer plan ▶ Integrate with IT Help Desk and Level 2 Support ▶ Perform knowledge transfer for workflow |
| Turnover | <ul style="list-style-type: none"> ▶ Finalize delivery scope and SLAs ▶ Adjust staffing model where necessary ▶ Turnover support to Leidos Health |
| Delivery | <ul style="list-style-type: none"> ▶ Provide services as agreed in scope and service plan ▶ Deliver to SLAs ▶ Provide detailed reporting and adjust scope as required |

WHY LEIDOS HEALTH?



- ▶ We offer a fixed fee solution
- ▶ Backed by a large organization
- ▶ Supported by mature EHR practices
- ▶ Extensive EHR implementation experience
- ▶ Provided direct support in more than 40 engagements

FOR MORE INFORMATION

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