

# EPIC REFUEL

## Need to Supplement Your Refuel Efforts?

As health systems look for opportunities to ease EHR maintenance burdens, cut costs, and create more efficient processes, many are looking to eliminate customization and return to Epic's Foundation System. Epic Refuel projects help you do just that, but often they burden the organization due to the time and effort that is required to complete them. The benefits of completing Refuel engagements are significant — easier and faster upgrades, higher Gold Stars and Honor Role ratings, and more standardization, to name a few. We can augment your Refuel efforts and enable you to see benefits sooner. Additionally, we review your maintenance and enhancement request processes to ensure sustainability at substantially lower rates than other vendors in the market. Our focus is on setting you up for long-term success.

### Refuel Assessment

Our team is able to provide another perspective and outside set of eyes to review Epic's recommendations. We will use our experience as hospital operators to create an implementation plan with timelines and operational considerations based on the recommendations provided by Epic.

### Project Implementation

Once the assessment phase is complete, our team will partner with your leadership to prioritize suggestions based on ease of implementation and return on investment. Our experienced analysts can assist with heavy lifting such as feature design and build, adoption sessions with stakeholders, and training material development. We also have security experts available to review your template and EMP provisioning processes, a common challenge during a Refuel project.

### Sustainability

While the initial push is to help you return to the Foundation System, we also understand the importance of developing processes to stay aligned in the future. We are able to partner with application and master file owners to develop standard operating procedures. We are also able to assist with the creation of educational materials for operational stakeholders, development of a deviation request process, advise on governance procedures, and help develop a strategy for quarterly upgrades.

Discover how we can work together to maximize your Epic investment.

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## ➤ OUR SERVICES

*CereCore provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with CereCore we combined excellence, key proven practices and deep expertise for the benefit of SLHS.*

**TODD HATTON**  
CIO  
*Saint Luke's Health System*



### IMPLEMENTATION SERVICES

- ❖ System Selection
- ❖ Pre-Implementation Planning
- ❖ Staff Augmentation
- ❖ Workflow Analysis & Optimization
- ❖ Rollouts
- ❖ Project Management



### POST-LIVE SUPPORT

- ❖ Regulatory Requirements
- ❖ Focused Assessments
- ❖ Level 1 Help Desk
- ❖ Level 2 Application Support
- ❖ MyChart Patient Support
- ❖ Mergers & Acquisitions
- ❖ New Modules
- ❖ Upgrades



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### ABOUT US

CereCore® provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 600 clinical and technical professionals, CereCore has implemented EHR systems in more than 300 facilities. CereCore offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.