



# Provider Assistance Services

Supporting technology-enabled health and wellness.

Versatile's Provider Assistance Services ensures your technology is usable, reliable, and secure. Customer service is key. When issues arise, we are your single point of contact. Our provider-centric support and organizational expertise insure efficient time-sensitive support.

**Appropriate deployment of technology contributes to improved healthcare delivery, cost containment, and increased access to services offered by the health systems.**

Every healthcare organization strives for quality patient care. When technology doesn't work as intended, it easily creates a communication disconnect between clinicians and patients. Moreover, reactive and fragmented support means increased frustration at the practice level that often leads to a decline or loss in productivity.

Service partners must offer a single point of contact to providers. They must also offer consistent customer communication and sustained service levels to ensure timely and meaningful support. Successful healthcare provider-centric support leverages organizational expertise, flexible communication, and real-time management.

Without the burden that IT places on you and your staff, your practice becomes empowered. Empowered to focus fully on beneficial outcomes critical to quality patient care. Staying ahead of IT support issues helps you avoid the common pitfalls that often hamper service delivery, cause an outage, or create a frustrating user experience.

**Improve your single point of contact experience by leveraging technology for triage, troubleshooting, tracking, escalating, and resolving a multitude of network, device, and application issues.**

SINGLE POINT OF CONTACT	REMOTE SUPPORT	FIELD DISPATCH
Call center support and escalation	System and Network Operations	Dispatch/White Glove Support
Triage	Availability	Dedicated and Scheduled Support
Troubleshoot	Capacity	Technology Projects
Escalate	Performance	
Track	Security	
Resolve	Hardware Lifecycle management	

**The Versatile Difference**

Talented and experienced Versatile healthcare IT leaders employ proven tools, techniques, and cost management methods on every engagement.

Versatile Health has served more than 10,000 providers over 20+ years. The experience we gained supporting hundreds of highly available systems gives us uncommon insight into the unique challenges and requirements associated with provider and patient satisfaction.

**Deep Experience, Proven Results**

Versatile's on-the-ground support drives collaborative change with your teams in a way that is non-intrusive but delivers positive results. Our trained clinicians and technologists have been where you are and know what works.

We understand the unique challenges associated with planning, executing, and supporting practice environments for continuous improvement. 🍌

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Versatile Health enables Healthcare organizations to become more effective, efficient and productive while reducing the burden of technology on clinicians. Our unique ambulatory methodology combines an ideal balance of tools, talents, techniques, and cost management, within a scalable enterprise approach, not duplicable by larger national service firms. Healthcare IT leaders who are responsible for creating and maintaining a dynamic HIT infrastructure have a reliable partner in Versatile. Hundreds of healthcare organizations rely on our advanced techniques and experienced staff to provide reliable and optimized services for the entire HIT lifecycle to ensure that they have well-designed, efficiently operated technical environments.