

Leverage our experts for increased quality of care

In the 24/7 long-term and post-acute health care industry, maintaining around-the-clock access to IT hardware, network, user, and systems support is essential. We can handle all of your IT support, or enhance your in-house team with a flexible solution to fit your needs today and into the future.



All service desk personnel are dedicated to best-in-class response and support of their client's specific applications, people, and processes. They'll communicate with your staff in relevant and understandable language, for better support and a more relaxed and productive dialogue.

Our CARE teams are committed to providing custom solutions and fast resolutions. Organizations with higher call volumes receive a dedicated CARE team service desk lead and analysts who become intimately familiar with your business needs, applications, personnel, and processes. As a result, you receive improved communication, faster resolutions, and increased technology uptime.

By tapping into our service desk shared service model of people, processes, and an enterprise service center, you avoid spending valuable time and resources recruiting, training, managing, scheduling, replacing, and paying your highly-skilled IT staff to work on technology issues that must be solved quickly. Our IT and applications experts have skills and experience levels that surpass many in-house standards.

Your advantage

- Service desk personnel are U.S.-based, primarily located in the Midwest
- All are trained in HITECH and HIPAA, so they understand the industry's confidentiality laws and patient record sensitivity
- Proven experience in supporting the unique needs of LTPAC caregivers for more than 15 years
- Bachelor's degrees are required to ensure our analysts have the knowledge and capability to provide first-class support
- All analysts receive a minimum of two months classroom training, plus onsite provider field experience and continuous on-the-job training
- The team is certified in A+, N+, Security+, IBM, Novell, Microsoft, ITIL, HDI and many more. Continuing education and certification requirements must be maintained.
- Clinical experts are AANAC-RAC-CT certified
- We can work within a client-based ticketing system or provide a vcpi-sourced solution