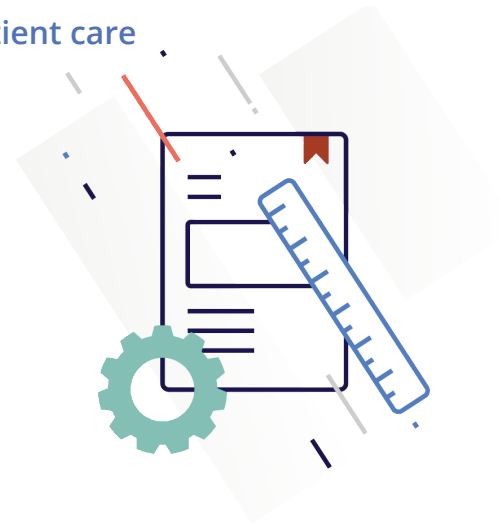


AppCare

Let us focus on your technology so you can focus on patient care

Our technology experts understand how to leverage the advantages of each EHR platform, navigate their quirks, and handle the challenges you may have with your specific application – whether it's athenahealth (athenaPractice, athenaFlow), Allscripts, eClinicalWorks, NextGen, or another. By continually employing optimization strategies and implementing proactive fixes across our entire customer base, we aim to reduce provider stress and staff frustration and improve patient satisfaction.



APPCARE SERVICE PLAN FEATURES

MTS AppCare services include:

- **Dedicated Client Success Team**
- **Unlimited remote support (8:00 am to 5:00 pm local time)**
 - Available 24x7x365 emergency support
 - Optional helpdesk available as an add on (additional fee)
- **Remote end user training**
 - On-site training available as an add on (additional fee)
- **Upgrades for your EHR (athenahealth, Allscripts, eClinicalWorks, Epic, NextGen, and more)**
 - Knowledge share, new features, configuration, etc.
 - Medications, formularies, clinical data loader, etc.
 - Releases for enhancements, bug fixes, and compliance needs
- **Operational updates (add new users, new providers, payers, pharmacies, etc.)**
- **Vendor management**
 - Routine meeting attendance
 - Escalation
- **Annual System Healthcheck (recommendations for use efficiencies and improvements)**
- **PowerBi Baseline Reporting Package (server, storage fees, and PowerBI licenses are additional fees)**
- **Available discretionary bucket of service hours with access to trainers, consultants, and developers**



Our technology experts ensure you have:



FLAT-RATE, VALUE-BASED PRICING

Our unlimited, fixed-fee monthly support plans with upgrade and patch management gives you a service plan to match your needs. For any particular requests, we have the capability to customize support with affordable add-ons. Most importantly, you can rely on the expertise of our application support professionals to always deliver quick and effective response when you need them.



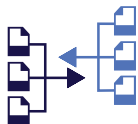
EHR/PRACTICE MANAGEMENT OPTIMIZATION AND TRAINING

MTS analyzes your workflow and optimizes the EHR system to work the way your practice delivers care. Our staff strives to make using applications intuitive for staff and providers alike.



CUSTOM REPORTS

MTS can assist in developing your reporting needs to ensure that critical data is always at your fingertips in a useable format — whether it be for internal reporting (for example, Finance/Operations) or external reporting (government reporting, such as MIPS, UDS, and HEDIS).



APPLICATION INTEROPERABILITY

Our team of experts designs, develops and manages comprehensive interfaces that facilitate the continuous exchange of data in a practice.

APPLICATIONS

MTS AppCare Services apply to a full range of EHR/Practice Management applications including:



Allscripts™

eClinicalWorks

eMDs

Epic

nextgen
healthcare

Greenway
Health

...and more