

Epic Services and Solutions

End-to-End Epic-Certified Consulting Support

Our team of Epic-certified experts becomes a part of your team, working side by side to serve, train, and support your Epic EHR systems and environment. Our Epic team is well versed in all phases of the Epic system lifecycle across the full suite of Epic modules, including both EpicCare Inpatient and Ambulatory – from Epic ClinDoc, Haiku, and Beaker to Epic HB/PB and Cogito.

Professional Healthcare IT Services for Epic

3X BEST IN KLAS EPIC SERVICE DESK

Our experienced Epic consultants can take care of your Epic user support needs, so your staff can focus on priority initiatives and patient care improvement. Stoltenberg Consulting – a Med Tech Solutions company – holds 3x Best in KLAS standing for Tier 1+ Epic service desk. Our clinically consultative agents deliver reliable around-the-clock coverage to effectively triage, resolve, educate, and document individual user needs.

Security focused and client satisfaction driven, our offerings include Monitoring and Patching, Managed Endpoint Detection and Response (MDR), Network Operations Center (NOC), Security Operations Center (SOC), Computer Security Incident Response Team (CSIRT) services, and more.

- Expertise with health center Epic hosted models, such as CTC, CHCN, and OCHIN, as well as health system Epic Community Connect models
- Dependable, 24/7, US-based Tier 1 IT help desk services
 - An average of 84% or higher Tier 1 first-call resolution
 - Optional Tier 2 and Tier 3 support through the FlexSourcing program for customized IT staffing needs
- Security, MDR, NOC, SOC, CSIRT, and ITIL process alignment
- Go Live Call Command for Epic implementations and new version upgrades, along with 24/7 emergency support
- Remote user, navigation, password reset, self-service portal, and KB development support
- Physicians-only concierge line to eliminate patient care delays
- At-the-elbow support with both on-site or virtual offerings
- MyChart Patient Portal support for both patients and providers



SERVICE DESK



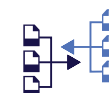
IMPLEMENTATION AND GO-LIVE



STAFFING



TRAINING



DATA MIGRATION AND CONVERSION

CareBridge

INTEGRATION PLATFORM

CareFinity®

EHR ARCHIVE



END-TO-END EPIC-CERTIFIED CONSULTING SUPPORT

Elicit greater value from your Epic EHR system with our Epic-certified analysts and Epic-credentialed trainers. Cut IT expenses and onboarding lag with our well-rounded Epic staff, who can cost-effectively flex in and out of project support needs. From initial go live to staffing augmentation needs, we are your one-stop Epic consulting firm across the full Epic module suite.



DATA MIGRATION AND CONVERSION

Our data migration and conversion experts will work with your team to identify which data needs to be archived, extracted, or converted. Our team will extract data from your old system(s), cleanse the data, and then convert that data to meet the requirements of your Epic system. We can convert both the PM and EHR data, just the PM data, or only the EHR data. We can also use our CareFinity Archive application to archive data that you will not be converting. Whether it's demographics, appointments, documents, progress notes, images, insurance, medications, vitals, lab results, or other data, we can help you navigate the process smoothly and effectively.

Professional Healthcare IT Solutions for Epic

CareBridge

CAREBRIDGE™ INTEGRATION PLATFORM

Eliminate wasted time jumping from application to application by combining patient data from various disparate systems into a unified view of the patient. CareBridge™ integrates your Epic EHR with all other health IT systems to create a truly interconnected network of patient data information systems. Our ONC-certified interface engine delivers the right data to the right place at the right time and creates a truly connected healthcare network.

CareFinity®

CAREFINITY® EHR ARCHIVE

CareFinity® EHR Archive provides all the functions necessary to work with archived charts and meet regulatory needs, including printing and exporting for ROI, user access tracking, and patient search capabilities. It can also integrate with existing Epic EHR systems so that clinical staff can access archived chart information directly from the patient chart in their EHR.

Take advantage of our comprehensive offerings...

HOSTING SERVICES	IT WORKFLOW & STRATEGY	SOFTWARE SOLUTIONS	TECHNOLOGY ENABLED RCM	SECURITY & COMPLIANCE	APPLICATION SUPPORT & OPTIMIZATION	END-USER SUPPORT
Affordable, reliable hosting on-premise or in the cloud	IT strategy based on your organization's workflow	The right technology to ensure timely and reliable access to data	Stellar support for the financial health of your organization	Securing the IT foundation	Optimized clinical and business applications	24/7 support aligned to your requirements
