

Tier 1+ EHR Service Desk



Drive Operational Efficiency and End-User Satisfaction

Your healthcare organization relies on your EHR system to deliver continuous high-quality, patient-centered care. By partnering with Stoltenberg Consulting's highly knowledgeable EHR Tier 1+ Service Desk, your health system can minimize disruptions to patient care and operations with prompt and reliable service-call resolutions. Eliminate the traditional help desk ticket-taker mentality. Gain true issue resolution, meaningful knowledge transfer, and thorough ticket documentation to empower your end users – enabling internal IT staff to focus on priority initiatives and clinical staff to get back to direct patient care.

Fast, Reliable EHR Service Desk Support



EXPERIENCE

Stoltenberg has solely served the healthcare industry for **30 years**



CONSISTENCY

90% or more of EHR Help Desk requests are resolved in the first interaction



COMMITMENT

From ramp up for EHR new version upgrades, M&A go lives, remote workforce transition or crisis response – we're **committed to evolving support needs**



FLEXIBLE

24/7 support, or just nights and weekends – all based on your needs including both EHR and technical/desktop support



SPEED

Average requester wait time is **less than 20 seconds**, across 12,700+ calls per month



QUALITY

Winner of **3x Best in KLAS Awards** for Partial IT Outsourcing



MARKET KNOWLEDGE

Solely serving healthcare, clients range from FQHCs and community hospitals to major health systems

Industry-Leading EHR Service Desk for All User Types

3X BEST IN KLAS SERVICE DESK – FOR EPIC, ORACLE CERNER & MEDITECH SYSTEMS

Trust highly skilled EHR consultants to take care of your EHR user support needs, so your staff can focus on priority projects and patient care delivery. Stoltenberg Consulting – a Med Tech Solutions company – holds 3x Best in KLAS standing for Tier 1+ EHR Service Desk. With clinically consultative agents, gain reliable around-the-clock coverage to effectively triage, resolve, educate, and document individual user needs.

- Expertise with health center and community health shared EHR hosting models
- Dependable, 24/7, US-based Tier 1 IT help desk services
 - An average of 90% or higher Tier 1 first-contact resolution
 - Optional Tier 2 and Tier 3 support through FlexSourcing for evolving staffing needs
- Security, MDR, NOC, SOC, CSIRT, and ITIL process alignment
- Go Live Call Command for EHR implementations and new version upgrades, along with 24/7 emergency support
- Remote user, navigation, password reset, self-service portal, and KB development support
- Desktop/technical issue and coordinating application support
- Physicians-only concierge line to eliminate patient care delays
- At-the-elbow support with both on-site or virtual offerings
- Patient Portal support for both patients and providers
- Best practices for incident management, escalation procedures and problem resolution
- One-on-one provider sessions scheduled at their convenience for knowledge transfer and customization needs to reduce EHR burden

“In the past, other firms didn’t have the internal resources or the capability to resolve issues. That was not the case with Stoltenberg Consulting. They actually had resources who knew our systems, and their people were able to quickly get up to speed on our systems. They were able to resolve issues without having to escalate them.”
— CIO feedback via KLAS Research

Take advantage of our comprehensive offerings...



HELP DESK SUPPORT

24/7 support aligned to your requirements



GO-LIVE CALL COMMAND

Unified support hub for implementation, EHR consolidation, or upgrade go-lives



HEALTH IT CONSULTING & STAFF AUGMENTATION

EHR-certified expertise across your evolving IT journey



SOFTWARE SOLUTIONS

The right technology to ensure timely and reliable access to data



LEGACY SUPPORT

Cost-effective, reliable legacy system maintenance and support

