


7 Advantages of Epic Level 2 Service Desk

CareTech Solutions' Epic Level 2 (EL2) Service Desk handles questions from Epic users that only highly trained analysts – the best of the best – can answer. Here are seven EL2 advantages:

1. More calls resolved overall at the Service Desk
2. Lightens the load of on-site technicians who don't have to answer "how-to" questions, allowing them to focus on larger-scale projects and build issues
3. Often EL2 analysts can answer additional questions beyond scope of problem at hand
4. Analysts are continuously learning organizational workflows within Epic on the job as they are in constant interaction with common issues that occur in Epic
5. Less call-backs to customers with tickets missing information, since help desk analysts are consulting EL2 analysts on a consistent basis
6. Pulling off-hours issues that are resolvable at the service desk out of a regular Level 2 queue and calling users back to resolve the issue
7. Quicker resolutions and quicker escalations allow for more time to be spent with the patients

CareTech's EL2 analysts are all internally-credentialed, higher-level experts and know the applications inside and out for a more in-depth resolution to the problem.

 CareTech Solutions is an IT and Web products and services provider for U.S. hospitals and health systems. We create value for clients through customized IT solutions that contribute to improving the patient experience while lowering healthcare costs. **For more information call us at (877) 700-8324 or visit our website at www.caretech.com.**