



# Application Development & MANAGED SERVICES



## Supplemental Application Support For Your Projects & Implementations

The digitization of medical records has put increasing pressure on hospitals and health systems to keep up with the continuously evolving world of EHR implementations and upgrades. Successful navigation of these transitions requires experience few have and often means stretching budgets and staff to their limits.

### Turn To A Partner You Can Trust.

Created by hospitals, CareTech Solutions has been supporting the day-to-day operations of healthcare organizations across the country for nearly 20 years, providing innovative IT solutions and services that help improve patient care while lowering costs. We understand that not everyone has the same needs. That's why our cost-effective products and services are scalable to fit your unique and evolving demands.

### You Get To Decide Which Flexible Support Solution Works Best For You:

- Onsite and remote assistance models
- Shared and dedicated resources
- Application and Managed Services
- Global delivery capabilities

CareTech's Application Development and Managed Services provide access to a team of healthcare IT professionals with extensive experience supplementing hospital resources for everything from small projects to high-volume, post go-live environments. Each member of our staff has a commitment to "Performance Excellence

in Healthcare IT" and is certified and trained to support all major business and clinical systems.

A partnership with our Application Development and Managed Services gives your hospital or health system access to a wealth of industry-leading technical expertise without the need for lengthy recruiting, hiring and training periods. Whether you're looking to augment your existing staff or just need help with a short-term project, CareTech Solutions has the answers to help your organization optimize functionality and adoption without breaking your budget.

All projects begin with a comprehensive assessment to provide a smooth transition after implementations and upgrades. We partner with your IT staff, clinicians and business units to define application requirements and change control processes. Our background supporting both go-live and post go-live settings means we can anticipate many of the challenges your staff will face and prepare them for success before problems arise.

### We Offer A Variety Of Pricing Options To Match Your Support Needs & Bottom Line:

- Hourly rates for short-term projects
- A pool of hours, so you're only paying for coverage when you need it
- Fixed pricing for defined services and long-term projects
- Shared FTEs to augment your staff at a reduced cost

Working with CareTech is the cost-effective way to enhance application support without the need to maintain a large, multi-specialty staff. Our shared resource pool allows you to fill hard to find positions without the need to hire a full FTE and gives you time to better understand future staffing requirements. All supplemental resources seamlessly integrate into your existing staff and are able to provide end-user support as well as manage the service requests that accompany implementations, upgrades and regulatory changes.

Our Application Development and Managed Services team provides the day-to-day application management needed so your staff can focus on larger projects and strategic initiatives. Utilizing a combination of industry-leading experience and best practices, they're able to perform regular maintenance, such as patches and break-fix support, as well as deliver faster root cause analysis and remediation of problems that affect system performance and cause downtime.

Special projects often require skills that are in short supply, leaving many healthcare organizations to rely on vendors who are inexperienced and unfamiliar with their processes. Our application team has extensive project management experience and works in collaboration with your staff to get the information necessary to provide end-users with the continuous flow of data needed to deliver optimal care. They offer expertise in service areas like report writing, testing and application interface support that are critical to stabilizing post go-live environments and enhancement projects.

CareTech's Application Development and Managed Services helps you optimize your software investments and ensure that your operational processes are in compliance with all quality and regulatory standards. With our expert level resources only a phone call away, your IT staff and clinicians will experience world class support that has earned the 2008, 2009, 2010, 2011,

2013, 2014, 2015/2016 and 2017 Best in KLAS Award for Extensive IT Outsourcing, as well as the 2012, 2013, 2015/2016 and 2017 for Partial IT Outsourcing as ranked by healthcare executives and professionals in the Best in KLAS Awards: Software & Professional Services report.



### Additional Support Services:

- **Application modernization**
- **Command center support**
- **Data extraction**
- **Go-live support**
- **Legacy migration**
- **Revenue cycle workflow support**
- **System migration & optimization**

For more about CareTech Solutions and what our Application Development and Managed Services can do for you, go to [www.caretech.com](http://www.caretech.com).

