

# 5 Ways Physicians Benefit from “Fast Track” Support

When a physician calls CareTech Solutions’ Service Desk, it’s always urgent. It may be a life-or-death matter, or the busy physician is simply pressed for time. Here’s five ways he or she directly benefits:

- 1.** The physician automatically jumps to the head of the queue of all calls coming in.
- 2.** The physician immediately connects with a more highly-trained analyst who knows the clinical applications and can likely resolve the question then and there.
- 3.** The physician gains peace of mind, always knowing that a quick resolution of a problem is close at hand.
- 4.** The reporting feature tells the analysts how they can improve their response or acquire more training to speed resolution of the call.
- 5.** Analysts are able to escalate quickly and effectively when they know an issue needs additional help.

The Service Desk physician “hotline” establishes a priority for problem resolution that puts doctors - and patient care - first.

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](http://www.caretech.com).**