



SERVICE DESK



The Only Call You Need To Make.

At CareTech Solutions, our Service Desk is more than just a voice at the end of the line. It's a team of award-winning healthcare IT professionals, trained to resolve the most complex clinical and business system issues facing healthcare providers today.

Turn To A Trusted Partner.

CareTech isn't just an IT company that decided to get into healthcare. We've been working with hospitals for nearly 20 years, providing real-time solutions that both improve patient care delivery and keep costs down.

With our Service Desk, you can have the peace of mind of knowing that your staff is receiving the world-class support they deserve 24x7x365. Because your needs are as unique as each patient you serve.

CareTech offers a variety of services to meet the modern business and care challenges of hospitals. From a Command Center for major implementations to supplementing your staff during off hours, each solution is delivered with a commitment to "Performance Excellence in Healthcare IT" 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 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.

No matter where you're calling from, or what time of day, Service Desk provides you with a single point of entry. You can be sure that every call is taken by a trained analyst who

is both certified with all major hospital information systems and able to deliver in-depth clinical analysis promptly.

Because it may be a matter of life or death, your physicians' calls move to the head of the queue. He or she is quickly connected with a highly trained professional who is certified with every major business and clinical platform. With your physician's permission, analysts are able to pilot their PC, laptop or Smart Phone and show them how to fix the situation or do it themselves.

Let our Service Desk professionals provide the patient engagement you're looking for. Our analysts can assist with common issues such as confirmation codes and prescription refills, as well as educate your patients to perform self-service to reduce repeat calls. Proper credentialing is in place to ensure data confidentiality and calls are tracked to monitor your most frequent portal problems.

CareTech's Service Desk is an onshore service that is fully redundant and scalable to the needs of your hospital. It comes with the most robust reporting tools in the industry, so you can analyze patient and end-user trends to bring call volume down. Monthly reports give you everything you need to measure end-user satisfaction and keep you updated on system statistics, such as downtime, service level agreement (SLA) performance and service request management. It also offers proactive integrated monitoring as an advanced feature.

Our Service Desk's first call resolution rate provides long-term savings and frees up your staff to focus on more mission critical projects. It improves the end user experience and, ultimately, helps you deliver better patient care.