


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 leading the path in innovative information technology and end-user interface services for U.S. hospitals and health systems. The company helps healthcare organizations leverage emerging digital technologies to improve the quality of healthcare delivery and clinical outcomes. **For more information call us at (877) 700-8324 or visit our website at www.caretech.com.**