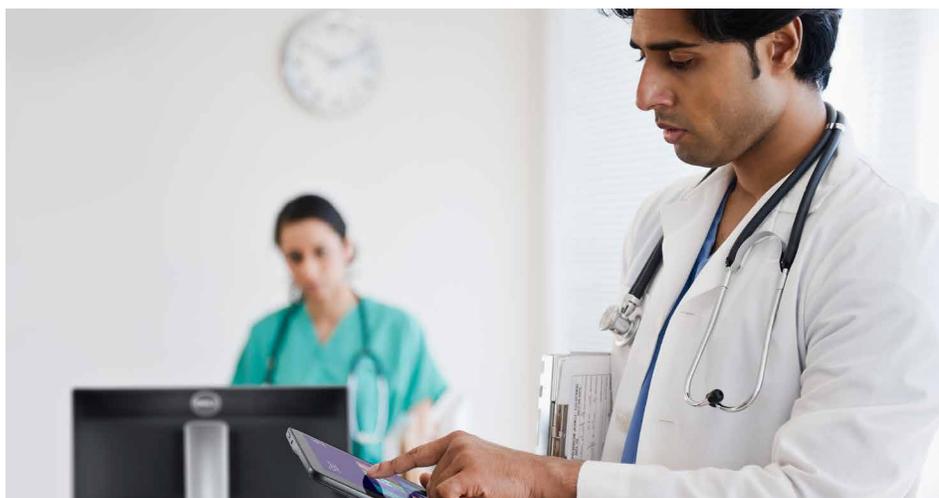




Make a fast transition to an optimized electronic health record.

Dell Healthcare Clinical Application Services



Dell combines clinical knowledge with technology expertise to help you get more value from your clinical applications.

Get the most out of your electronic health record investment

Implementing a new electronic health record (EHR) or optimizing an existing application can be complex, expensive and disruptive to patient care. But the right services can make the process much easier, letting you focus on what you do best — providing excellent care.

Dell offers a complete, single-source solution that reduces the complexity of EHR adoption and maintenance. We work with all major EHR application vendors, and we provide the services, hardware and support you need for implementation, optimization and customization of your applications — including at-the-elbow support for a go-live event.

We also offer low cost, high-performance hosting solutions for Epic, Cerner, MEDITECH and other EHR providers, as well as services to help you integrate, modernize and optimize your other clinical applications.

Dell Healthcare Clinical Application Services can help with end-to-end application solutions and support, including:

- EHR implementation, optimization and support
- Clinical Service Desk
- Application support
- EHR hosting
- Change management consulting
- Ambulatory solutions
- Hospital information system solutions
- eResponder customer support

Key benefits:

- Reduce the cost and complexity of EHR adoption and optimization
- Simplify operations with an end-to-end HIS solution from a single vendor
- Manage regulatory pressures amidst changing IT imperatives
- Free staff to focus on high-impact initiatives, rather than IT complexities
- Enhance collaboration with clinical partners



Offer	Description
Inpatient and ambulatory EHR Implementation and go-live services	Our end-to-end services can help physician practices, hospitals and health systems achieve full adoption of an EHR application. We can help you evaluate, implement, optimize and support your EHR system. Services include: <ul style="list-style-type: none"> • Assessment and planning to help you select and implement the best-fit EHR solution • Integration of revenue, clinical and supply chain solutions • Governance and decision-making consultation • Training and go-live support for fast adoption • Clinical and business process improvement
EHR optimization and upgrades	Make the most of your investment with optimization and upgrade services, including: <ul style="list-style-type: none"> • Assessment of your culture, operations, technology, and legacy systems and recommendations for optimization • Application upgrade management and ongoing support for upgrades and optimization • Application design and best practices workflow enhancements
Clinical Service Desk	We provide agents who are familiar with your clinical processes, workflows and EHR application to help resolve user problems on the first call. Our services significantly reduce the number of tickets transferred to application support, allowing your support team to concentrate on new builds, enhancements and upgrades. We provide: <ul style="list-style-type: none"> • Deep clinical and EHR experience at an affordable cost • Industry-leading knowledge base continually reviewed and updated.
Level 2 application support and management	Create the best clinical end user experience possible by extending the capabilities of your existing IT staff with our remote maintenance service. The result is significantly reduced staff time spent in routine upgrades, patches and other application maintenance and customization tasks.
Legacy support	Dell can provide expert support for legacy systems, allowing your IT staff to focus on more critical, future-focused initiatives.
EHR custom services	Dell offers a full menu of custom services to support your EHR end users and IT applications staff. Including: <ul style="list-style-type: none"> • Disaster recovery • Hosting (such as software as a service) • Go-live support • Planning and project management • Implementation services

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 July 2015 | D618 - Clinical applications_DS.indd | Rev. 1.0

