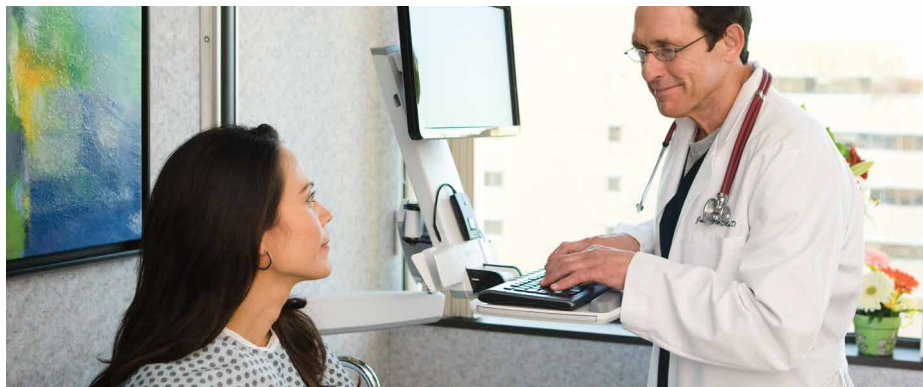




Electronic Medical Record (EMR) Support Practice.

End-to-end solutions to support your strategic, operational, and financial goals.



Reduce costs,
increase
productivity,
and improve
compliance.

Realizing the full value of your healthcare applications

The introduction of advanced healthcare applications adds new complexities to the hospital environment. And while the challenge of implementing a new application is significant, it is often quickly overshadowed by the requirements of ongoing management of that application.

Not only is application management an economic consideration, it is a human resource issue as well. Users expect support on their schedule, delivered by people who understand their business. Whether it's as simple as helping a doctor find the right medication in the computerized physician order entry (CPOE) system or upgrading the entire system, organizations require a team of resources to support, optimize and gain the maximum value from their applications.

Helping you get the most from your applications

Dell offers a suite of EMR support practice services designed to help your organization realize the full benefits of every application. Our services encompass clinical and physician systems, revenue cycle, ancillary systems, financial systems and integration. We also deliver mission-critical support necessary to sustain them. As a leading healthcare services provider, Dell has extensive experience with all major healthcare information system vendors including Cerner, Epic, McKesson, MEDITECH and others.

When you engage us for EMR Support, we become an integral part of your team. We can dive in almost immediately and begin helping you meet the needs of your organization. We are accustomed to working directly with operational leaders as well as frontline staff throughout the hospital. In fact, many of our team members have worked extensively in hospitals and can quickly get up to speed on your situation.

Highly skilled resources, available 24x7

- Global resources for the fastest response
- Unique understanding of hospital needs
- Cost containment through use of the right resources in the right place at the right time

Regardless of the size of the project or the size of your organization, we back every engagement with:

Domain expertise

With hands-on expertise in all the major healthcare information system applications, we understand your needs firsthand and speak your language, making it easier to identify problems and implement solutions faster.

Extensive resources

Our vast global network of resources is at the ready. We can quickly take the burden off your IT staff, allowing you to reallocate your resources to address other areas in need of your attention.

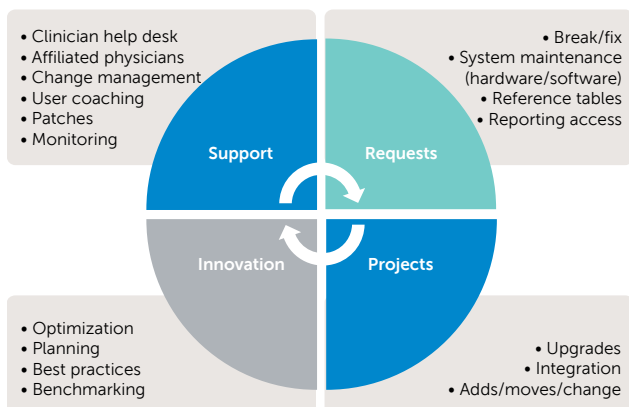
End-to-end support

We know how your applications should perform and can adjust your application workflows so that your entire organization realizes the full benefits. We'll also ensure 24x7 coverage.

Flexible pricing options

Whether you choose to rely on Dell for the full spectrum of your application management, or just for key areas, we can provide an extraordinarily flexible pricing model that suits your specific needs.

Our Healthcare EMR Support Practice



Summary

Recognizing the critical importance of your healthcare applications to the delivery of care in your organization, we provide a range of EMR Support Practice services to ensure you realize the full benefit of every application.

And as a leading healthcare services provider, our team can utilize resources with vast and deep expertise in healthcare throughout Dell. Having extensive experience with all major vendor clinical, financial and web-based applications, Dell provides healthcare-specific counsel and integrated end-to-end solutions to support your strategic, operational and financial goals. Our team includes a dedicated group of doctors, nurses, pharmacists, and other clinicians along with business and technology professionals who specialize in clinical implementations, technology solutions, healthcare operations and healthcare change management.

For more information about solutions for your healthcare organization, please visit Dell.com/services or contact your Dell representative.

**The “right stuff” to optimize your healthcare applications
Right people with the right knowledge**

Dell has a global team of experts to support, optimize and evolve your healthcare applications.

Right place

Our delivery model is designed to assign the right resources from the location that best meets your needs. We can provide someone on-site in your hospital or we can provide support from one of our global locations while you sleep.

Right time

Recognizing that hospitals never stop working, our team doesn't either. We're available to help you around the clock.

Right model

We use a delivery model based on our best practices while addressing custom requirements unique for each application and each hospital.

Right cost

Utilizing our extensive scale, combined with the right people, knowledge, place, time and model, we provide a cost-effective solution that will help you deliver the most value for your healthcare applications.



Scan or click this code to learn how Dell Services can help your organization.

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April 2013 | N87 - Healthcare Applications Mgmt Svcs.indd | Rev. 1.3

