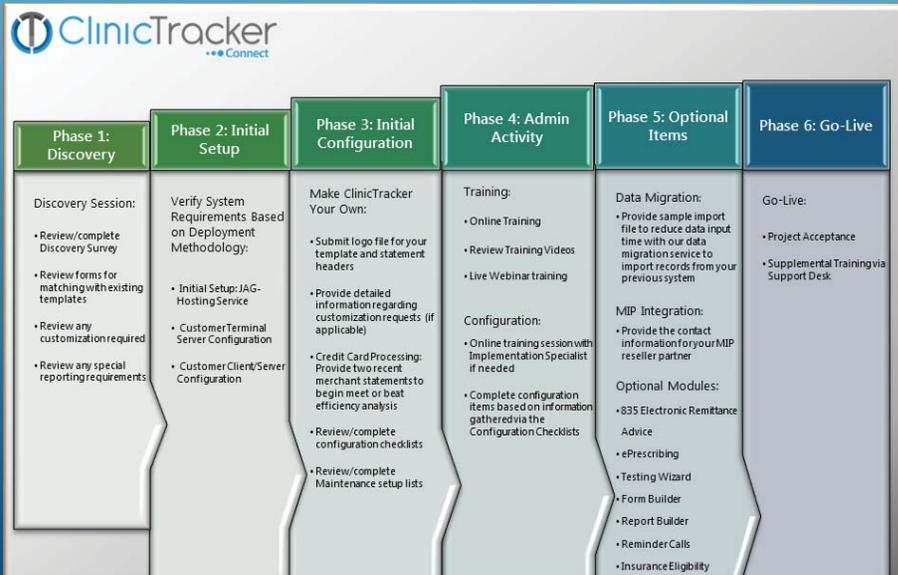# Implementation Resources

Creating a Smooth Transition to ClinicTracker

Our experienced and talented support staff guides you through every step of the way.

Implementation resources that work

Implementing any EHR package can be tedious because it requires users to provide information and think through how the system should work for the agency. The good news is that, with ClinicTracker, we provide you with a coordinator who will guide you through the entire process -- from loading staff names and credentials to specifying the labels you want on various forms and fields. We have also developed a series of resources that take all the guesswork out of customizing the system:

We've implemented behavioral healthcare EMR systems successfully for almost 14 years

- Dedicated Implementation Specialist

    When it's time to install ClinicTracker, we assign you an Implementation Specialist who will be responsible for coordinating the software implementation from start to finish. You can be sure that competent help is close by at every point. The specialist:

    o Works with you to coordinate a detailed project plan

    o Ensures that the implementation plan is on track and resolves any deviations from the schedule

    o Conducts regularly scheduled project status meetings

    o Checks in along the way to make sure the customization is working for the agency

    o Coordinates with other JAG personnel when their input is required

- ClinicTracker eLearning Site

    The heart of our implementation system is a series of web-based courses that walk you through the process. Our customers are amazed by how much easier the courses make it to meet critical benchmarks. They include:

    o A Welcome segment designed to familiarize you with the eLearning platform and support resources

    o A Guided Implementation module that walks you through various system components, including:

    - Scheduling a Discovery Call with our staff to ensure we understand your needs, identify key stakeholders, set timelines, collect claim submission information, discuss data migration, confirm hardware orders, and set expectations
    - Gathering basic details, including your logos, header information, staff lists, and the like
    - Configuring agency specific needs, such as custom template headers, system labels, forms, reports, and more
    - Analyzing benefits of: integrated credit card processing, Appointment Reminder Call Service, Insurance Eligibility Verification, Electronic Remittance Advice, and other components
    - Planning for data migration/accounting integration
    - Promoting project acceptance amongst your staff
    - Managing Go-Live

- Live Webinar Training

    We offer live internet-based training sessions that allow you to ask questions and review various features.

- Resources Accessible through the User Support Portal

  As a ClinicTracker user, you will have a wide range of supplemental resources at your disposal. You can access them at any time during implementation or afterwards through a web-based user portal. They include:

  - o Training Videos that teach you about using key features of the system. Topics range from setup routines like configuring custom labels, to scheduling daily events, to advanced features such as using the Custom Form Builder
  - o Our searchable library of hundreds of FAQs contains a wealth of information. Because they are based on years of tracking support requests, you can be sure that we've already answered just about any routine question that might come to mind
  - o Release Notes let you know about all the new features and refinements we've made to the system in previous updates. This web-based posting describes the updates in clear, non-technical terms
  - o ClinicTracker Connection User Notes is our monthly newsletter for the ClinicTracker community. It offers tips, information about new features, support resources, industry news, current promotions, and other relevant content
  - o Step By Step Guides are another training method we've designed for users who prefer to learn in a "Step 1 do this, Step 2 do that" format. They cover a broad range of ClinicTracker processes
  - o The ClinicTracker Support Portal gives you direct access to our knowledgeable and friendly support staff. You won't believe how quickly they respond to whatever questions or problems you might ask them. It's no wonder we've had a 100% customer satisfaction rating for each of the past 8 years

Even after the implementation, we will work with you to make our EMR package as useful to your practice as possible.

For more information contact us at 315.633.4240 or hello@ClinicTracker.com