

# Our People Delivering You Results

When you invest significant dollars into a technology platform, it's important to see a return on your investment. From assessments to implementation, to upgrades and interoperability, we help you find ways to optimize and support your Epic platform so you can focus on providing quality care within your organization and community. Our team consists of individuals with years of experience leading Epic implementations, acquisitions, divestitures, single/double upgrades and full scale optimizations. Our priority is to understand your needs and develop a customized solution that maximizes your Epic experience.

## Professional Services



We understand that the process of planning, implementing, upgrading or optimizing your Epic platform is laced with complexity due to the various applications, workflows and available resources to address evolving needs. Our team has years of experience in project management and can easily find the solution that best fits your organization. From acquisitions and divestitures, community connect and honor roll, we deliver a cost-effective results that meets your organization's operational and financial goals. We work with you to develop a strategy that maintains and supports your current operations, integrates and extends your Epic platform to your surrounding community and drives continuous improvements so you receive reimbursements for your system's performance. We provide the resources it takes to deliver better patient care, improve outcomes and population health.

## Support Services

The challenge of balancing staff priorities between project demand and patient care leaves little room to address call volumes, wait times and quality issue resolution. Our cost-effective approach allows your staff to focus on the job at hand while benefiting from Level 1 Help Desk and Level 2 Application Support 24x7x365 for all Epic applications, legacy systems and community connect. Your initial point of contact is a team is seasoned with clinical and IT expertise that not only provides timely solutions, we have operator experience across multiple disciplines that can provide quality resolutions for an ever-growing list of applications. From password resets to break/fix issues and beyond, we work with you remotely and on the ground to assist your staff with issue resolution that is customized to meet your specific needs.



## Staff Augmentation



Every aspect of the Epic platform requires a significant amount of resources to address project demand. Whether it's an implementation, optimization or keeping up with continuous and automatic updates, our team of experts have an in-depth understanding of Epic requirements, processes and technology. We provide access to a large pool of professionals that enables you to select the specific skill set tailored to meet your needs at any time. From executive support to technical expertise and clinical experience, we fill in the gaps of your organization so your in-house staff can prioritize critical projects and patient care. We place high importance on minimal disruption to your staff and position your team to provide quality patient care while reducing overall project spend.



Parallon Technology Solutions provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with Parallon Technology Solutions we combined excellence, key proven practices and deep expertise for the benefit of SLHS.”

..... Todd Hatton, CIO  
 ..... Saint Luke’s Health System  
 Kansas City, Missouri

## OUR SERVICES



### Professional Services

- ..... Acquisitions & Divestitures
- ..... Community Connect
- ..... Honor Roll



### Support Services

- ..... Level 1 Help Desk
- ..... Level 2 Application Support
- ..... Legacy Support



### Staffing

- ..... Implementations
- ..... Upgrades
- ..... Optimization

## WHO WE ARE

We provide EHR implementations, IT help desk, application support, IT managed services, hosting, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, and large physician groups nationwide. With a team of over 400 clinical, financial and technical professionals, we have implemented EHR systems in more than 300 facilities. We offer staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.

