

# OVERVIEW

## Epic Services

### We Support Epic Integration Like No Other

*A comprehensive, operator-informed approach to protecting your investment.*

#### > WHY CERECORE?

- + Highly experienced Epic support team with expertise in hospital operations from facilities across the nation
- + Knowledgeable in M&A activities, challenges and the planning necessary to succeed and implement in a timely manner
- + Strong cross-platform analytics and integration experience
- + Skilled in highly customized and also standardized implementation styles and understand the pros/cons that come from both approaches
- + High level project advisors and mentors available to guide you through your project and ensure you avoid the major pitfalls and challenges
- + Service desk agents with clinical knowledge for higher physician satisfaction

Implementing Epic is a significant investment- let us help you implement it, optimize it, and get the most out of the system so that you can focus on providing excellent patient care in your community. CereCore is here to help understand your unique needs. Whether you are implementing new functionality, need leadership or advisory services, need a few experts to augment your team, or need post live support services, we can help.

We have helped organizations to realize the full potential of their Epic system. We can get you aligned with industry best practices, improve your functionality and turn your system into a powerful tool that works hard for you. We educate your leaders and team and set you up for success in your merger, acquisition or Connect project.

You can differentiate your organization and set your expectations higher when you work with us because we are in fact, different. What makes us unique is that we are healthcare operators first. It is who we are and where we come from. Our network of industry and Epic experts is far-reaching. We are professionals who want to make the most of the resources you have and create a plan that will keep your costs down while maximizing the outcomes you desire. We strive to keep costs substantially lower than other vendors in the market and our unique approach allows us to do just that. Contact us so we can tell you how we do it!

#### Services Provided:

**Implementation:** Implementing Epic is a complex and time intensive process. That's why our team works with you to outline your project upfront and build out a plan for success. We then work with you to staff and educate your team and ultimately design, optimize and build Epic workflows and settings so your organization can realize the full value of the platform. Whether you need a small assessment, a single application install, a new practice or outpatient department or an enterprise upgrade, we are here to partner and guide you. Taking advantage of our expert staff and tools can provide your team with the bandwidth to address other critical project demands. Our healthcare operations background means we understand the complexities and nuances that come with transitioning to Epic or fine-tuning the platform to meet your needs and deliver quality patient care. We can fully manage your implementation projects from start to finish, or simply assist your leaders and team with advising, build, testing, training or other tasks.

**Staff Augmentation:** You have a lot going on, and sometimes you need more certified resources to bulk up a few areas for a new install, or an expert for a complex and unique project. Whether it's an hourly resource, contract to hire, or helping you find the right FTE, CereCore can help. We offer various roles and experts across the Epic system that can jump in and hit the ground running. Don't waste time looking for the perfect candidate only to find out that they are missing the skills and knowledge you need. We use our extensive network of experts to match you with the best resources and ensure that they transition their knowledge set to you when we finish the work.

**Advisory:** Project advising can look different at every organization and CereCore can fill all of your unique needs. We offer great options and our rates and talent pool are unmatched. We work with your executives, project leaders, project managers, IT team and operations to help solve your organization's challenges. We have advised and mentored customers on everything from project preparation and planning during the sales process to ensuring your charges are filed as expected and your revenue cycle stays on track post-live and everything in between. We can fill your specific needs. We have a track record for providing education to clients to help them be successful when they kick off a project and then work through the many install challenges. We specialize in hospital and outpatient, go-live, and technical dress rehearsal training and elbow support planning. Our highly skilled staff can partner with your team to listen, evaluate, educate and mentor, so that we leave you with the knowledge needed to thrive and deliver great patient care, improve outcomes and achieve your EHR goals.

**Post-Live Support:** You went live! *Now what?* We are here to help answer that question. We can help you sort through and organize your issues, optimizations and strengths. We can help you build a road map for long term success through your clinical and revenue cycle and also with your staffing and governance models. CereCore also provides IT help desk and Epic support services that are backed by operator expertise and deep investment in Epic certification across every level.

## > SPECIALIZED EPIC SERVICES

### IMPLEMENTATION

- System Selection
- Pre-project Planning and Design
- Project Advising and Mentoring
- Staff Augmentation
- Workflow Analysis, Design/Redesign, Optimization
- Outpatient Practice and Hospital Rollouts
- Pediatric Implementations
- Project Management
- Policy Review Planning and Preparation
- Operational Readiness (communications and planning)
- Testing Leads
- Training Leads
- Technical Set-up and Dress Rehearsal Testing

### POST-LIVE SUPPORT

- Staff Augmentation
- Regulatory Requirements
- Focused Assessments
- IT Help Desk
- Epic Support/Clinical Help Desk
- MyChart Patient Support
- Mergers and Acquisitions
- Upgrade Planning and Support
- Ongoing Training
- Organizational Roadmaps
- Long-Term Governance and Staffing Models



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### ABOUT US

CereCore® provides IT services that make it easier for you to focus on supporting hospital operations and transforming healthcare through technology. With a heritage rooted in our nation's top-performing hospitals, we serve as leaders and experts in technology, operations, data security, and clinical applications. We partner with clients to become an extension of the team through comprehensive IT and application support, technical professional and managed services, IT advisory services, and EHR consulting, because we know firsthand the power that integrated technology has on patient care and communities.