

Need a Little (or a Lot) of Support at your Helpdesk?

VCS Delivers.

The Vitalize Virtual Support Center (VSC) is designed to provide expert support for any and all of your MEDITECH solutions. Whether you are changing vendors or just temporarily lacking IT resources, the VSC fills in the gaps with seasoned MEDITECH consultants. The Vitalize team brings many years of research and experience making healthcare organizations like yours successful. It's simple and it's cost effective. Here's how it works:

- Users call the helpdesk and open tickets as they normally would
- Their issues are routed to a VCS consultant that has in-depth knowledge of the specific application in question
- The VCS consultant resolves the issue or escalates it to the vendor, then documents the issue through the hospitals system

Each application we support is given a primary and secondary contact to ensure that issues are quickly addressed. These consultants are extremely knowledgeable of the application they support. They have built, maintained, and supported these applications in hospitals all over the country. We are committed to the utmost professionalism and high customer satisfaction. Users will always be dealing with the same primary and secondary contacts for each applications; no call centers. You are then free to focus your resources on other projects knowing that the Vitalize team is on the job.

At Vitalize we understand the unique nature of the MEDITECH environment where hospitals are being asked to deliver a broader menu of complex services and interact with complimentary organizations all within the constraints of tighter budgets.

- Implementation and Optimizations
- Project Management
- PMO Services
- Conversion Services
- Technology Assessment and Planning
- Readiness Assessment

Our in-depth knowledge of the MEDITECH applications within the context of the broader technology environment gives you an advantage as your hospital moves toward higher levels of interaction and performance. Capitalize on our intellectual capital.

Experience VCS. IT's what differentiates us.

www.getvitalized.com

500 North Walnut Road ♦ Kennett Square, PA 19348 ♦ 610.444.1233 ♦ 610.444.3327 fax
248 Main Street, Suite 101 ♦ Reading, MA 01867 ♦ 781.670.1000 ♦ 877.582.4321 ♦ 877.582.4322 fax
720 North Santiago Street ♦ Santa Ana, CA 92701 ♦ 714.862.2400 ♦ 866.466.6200 ♦ 714.862.1956 fax

MEDITECH PRACTICE

From large integrated delivery networks to community hospitals, Meditech's software solutions support the entire continuum of health care, including physician practices, clinics, hospitals, home health agencies, long-term care and behavioral health facilities. They provide highly integrated software solutions to meet the information needs of healthcare organizations around the world. Vitalize Consulting Solutions, Inc. (VCS) has experience working in both the Magic and the Client Server environments. We are well positioned to help hospitals optimize their current environment or migrate to the new platform focused on your critical objectives.

MEDITECH Practice

Summary of Skills

- Magic to Client Server Migration
- Technology Assessment and Planning
- NPR Report Writing
- Data Extract Services
- Interface Services
- Upgrade Management
- Project Management

"Vitalize's Virtual Support Center provided the key resources we needed during a large migration project. Our full time IT resources were needed to help with the build of our new system, leaving a gap in our day-to day support. It has been a seamless transition for our customers as we transferred our support duties to the Vitalize Virtual Support Center. Their consultants are friendly, knowledgeable, and professional. Our IT staff are able to focus on their projects and our end user support never missed a beat!"

Bob Hooper
Corporate Director of Applications/MIS
Suburban Hospital

Integration and Optimization Services

- Advanced Clinicals
 - Workflow Analysis
 - Optimization
- Physician Care Manager
- Medical and Practice Management
- Patient Care and Patient Safety
- Enterprise Medical Record
- Emergency Department
- Patient Education & Internet for Patients
- Scheduling and Referral Management
- Revenue Cycle
- Health Information Management
- Laboratory and Microbiology
 - Anatomical Pathology
 - Blood Bank
- Oncology Management
- Pharmacy
- Imaging and Therapeutic Services
- Operating Room Management
- General Accounting
 - Supply Chain Management
 - Human Resource Planning
 - Cost Accounting
- Cost Accounting
- Data Repository
- Scanning and Archiving

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