



Service On Demand

PatientPro is mindful of the difficulties many physicians have in implementing EHR systems. As a result we have developed an EHR program that increases productivity from day one by making adoption and implementation easy.

PatientMax™ is designed specifically for your specialty. Working along side your staff we can transition seamlessly into your new EHR program with little or no disruption to your practice. This is because much of the technical work and customization is done on the back end and fully integrated with your data before you go live.

With PatientMax™ you're never alone. Our commitment to *Service On Demand* is what sets PatientMax™ apart from the competition.

Upgrade Planning, Rollout and Training

PatientPro Service consulting staff will work with the client's project team to plan and prepare for software upgrades. Consulting staff will develop a customized upgrade project plan, which includes a training plan and materials. Includes training the client's project team on the new features and functionality of PatientMax™

Cost = \$0.00 (Free access to upgrades on a Quarterly Basis)

Emergency Staffing Training

In the event one or more new hires must be trained immediately to recover from loss of staff, PatientPro shall provide clinician training as a courtesy gesture to alleviate clients streamline flow disruption.

Cost = \$0.00 (The amount of free training hours is to the sole discretion of Licensor)

Optimization Assessment

Several months or years after implementing PatientMax™, a practice may stall on their continuous improvement efforts to optimize both clinical and operational efficiencies. Therefore, it is beneficial to appoint an expert from PatientPro Service consultants to independently analyze the practice's use of PatientMax™ and make recommendations for clinical and process improvements to optimize the power of PatientMax™

Assessment includes:

Confirmation of the original PatientMax™ implementation goals, updated with new or refined goals as needed.

PatientMax™ current state review, assessment and recommendations to optimize the use of the software and achieve clinical and operational efficiencies.

Workflow process improvement recommendations.

Development of training plan for additional PatientMax™ administrative, Super-User training.

Provide recommendations on the use of new software features and functions, where appropriate, that may have been updated or enabled since the original PatientMax™ implementation.

Cost = TBD per Hour