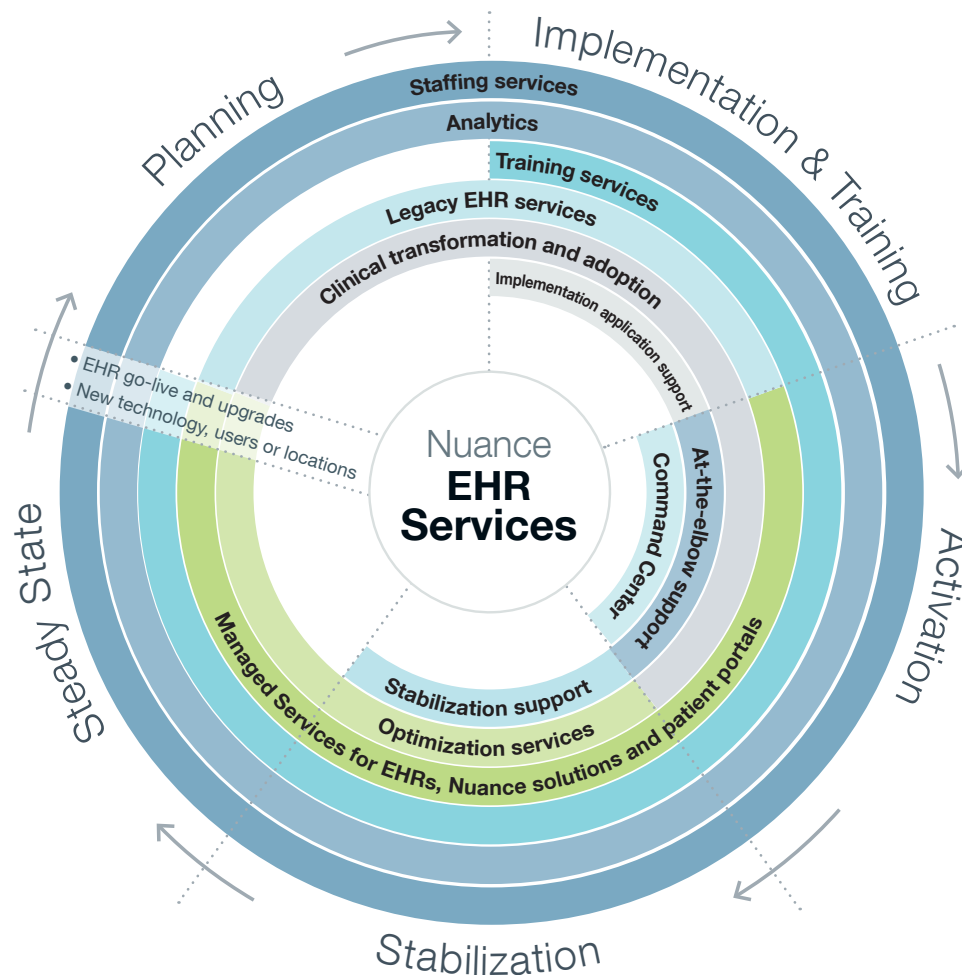


## Reach the full potential of your EHR

No matter where you are in your EHR lifecycle, Nuance EHR Services combines technology with clinical expertise and EHR knowledge to help you achieve your financial, patient care, and user productivity objectives and maximize your IT investments.



### Activation services

Ensure a smooth transition with clinical transformation and adoption planning, implementation application support, pre-activation training, and at-the-elbow support.

### Clinical transformation and adoption

Manage the culture, behavioral, and organizational changes impacted by EHR implementation to secure buy-in and maximize utilization and adoption.

### Interactive user settings and simulation labs

Customize user preferences and settings in personalization labs. Experience a hands-on test drive of the EHR integrated with Nuance solutions in simulation labs.

### Command center management and at-the-elbow support

Accelerate productivity and limit disruptions to patient care with responsive on-site go-live and stabilization support.

### Legacy EHR services

Unburden customer IT staff to focus on the new EHR with cutover technical support, decommissioning planning, chart abstractions, and managed services for Legacy EHR support.

### Service desk for EHRs and Nuance solutions

Limit work disruptions with 24x7x365 remote support for the EHR and Nuance solutions.

### Service desk for patient portals

Promote patient portal use by providing 24x7x365 bilingual assistance and enhancing usability. Grow patient engagement with support for device integration, e-visits, and telehealth.

### Training services

Grow user proficiency and satisfaction with customized training programs—curriculum build, instructor-led classrooms, user settings (personalization) labs, simulation labs, eLearning—for activations, new hires, upgrades, M&A, Community Connect.

### Optimization services

Improve efficiency and take full advantage of the EHR when a thorough assessment drives action plans that enhance the user experience with training, modifications, or new technology.

### Staffing services

Augment your staff with the right training, optimization, project management, application, patient access, and revenue cycle resources when and where you need them most.



## Our people

Our 1,500+ experts have an average 8 years of healthcare IT experience across hundreds of successful engagements.

- Clinical expertise (MD/NP/PA/RN)
- EHR certified and credentialed
- Continually cross-trained on the latest EHR updates and Nuance solutions
- Experts in integrating Nuance solutions with EHRs

All assigned personnel have 3-5 years of relevant engagement experience:

- Patient access
- Patient portal usage
- Revenue cycle
- Optimization workflow and change control
- Integrated steady state support consultation
- Training program planning, curriculum development and delivery
- Project management
- Application support
- Application designers and analysts



## Our approach

Nuance executive support provides experienced insight and direction, while our programmatic approach to long term EHR success involves:

- Understanding the customer culture, build, environment, processes, and goals to promote collective support for key initiatives
- Developing a prescriptive plan that anticipates training and support for required user skills
- Using analytics to identify ongoing opportunities to advance use
- Providing a unique support model that integrates Nuance technology with the EHR

## Our technology

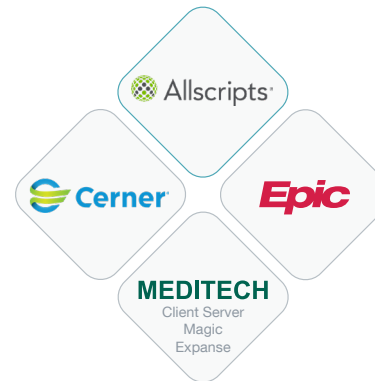
Nuance is a pioneer in speech and language understanding technology, delivering conversational AI and ambient solutions that transform patient care. Combined with our longstanding expertise and deep integration with leading EHRs, we're able to deliver optimized workflows and unparalleled support to promote better collaboration across teams. By partnering with Nuance, customers can access efficient new ways to capture effective clinical information and advance patient care.



## Our analytics

By capturing data from every interaction with every user—at-the-elbow support and help desk inquiries—we assess user skills and identify usability issues by role, department, specialty, and functional activity (time and effort spent in the EHR by task). Resulting analytics—combined with EHR and Nuance technology analytics—drive optimization, training and support action plans that align with SLAs and KPIs, ensure optimum use of staff, and deliver ongoing performance improvements. Patient portal support analytics track issues and identify opportunities to promote better overall patient engagement.

## Our EHR focus areas



“ We rebuilt our note templates within the EHR and integrated voice-to-text to use some of the most advanced tools that Epic offers. We used SmartForms to embed quick access to scoring systems that populate the note with the aligned recommendation. I click five buttons, finish, and it goes into my notes.”

**Dr. Jordan Dale**, Associate CMIO,  
Rush University Medical Center

“ I have no doubt that [Service Desk for Epic] is one of the best investments we have made for our physicians. It's a win-win for everybody. The physicians win, the analysts win, the institution wins, and the patients ultimately win because doctors are less stressed.”

**Dr. David Ting**, CMIO, Massachusetts  
General Physicians Organization

“ By making it easier for patients to access and use information in the patient portal, we help patients become more involved in their own healthcare and feel more satisfied—ultimately, improving the care they receive. Service Desk for MyChart achieved 86% first-call resolution. We heard it was a great service.”

**Dr. Stephanie Lahr**, CHCIO, CIO,  
and CMIO, Regional Health

### Clinical adoption

**85%** increase in Dragon  
Medical One/EHR utilization

### Optimization

**48 minutes** in screen navigation  
time saved per day through build  
changes and training

### Service desk for EHRs

**85%+** first-call resolution

### Service desk for patient portals

**100%** of calls answered in  
less than 60 seconds