

# Our People Delivering Your Results

We recognize that implementing Epic is a significant investment so we specialize in working with you to optimize and realize the full value of the platform. So you can focus on providing quality care within your organization and community, we can help you:

- Implement a new Epic EHR
- Better meet industry best practices in a specific area
- Work through a merger with another organization
- Upgrade your system to include new and improved functionality that lines up with your goals
- Support and/or maintain your system so your Epic support team can focus on larger projects

Our team has experience:

- Leading Epic implementations
- Guiding organizations through mergers and acquisitions
- Determining the impact to Epic of divestitures
- Working with clients to both select the functionality that best aligns with their strategic priorities and manage single/double upgrades
- Determining and delivering focused optimizations.

Our Epic network consists of ex-Epic or highly tenured industry professionals and our priority is to understand your needs and develop a customized solution that maximizes your Epic experience. Given our healthcare operator heritage, we understand the impact your IT budget can have on team members so we strive to keep your costs down with substantially lower rates than other vendors in the market.



## Implementation Services

We understand that the process of planning and implementing your Epic platform is laced with complexity due to the various applications, workflows, and available resources to address evolving needs. Our team has been involved in countless implementations and has the expertise to guide your organization through on-time and on-budget implementation. Our team can fully manage your implementation project from start to finish, or simply assist your team with build and testing tasks.

## Post-Live Support

From acquisitions and divestitures, Connect, and Honor Roll, we deliver cost-effective results that meet 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 achieve your organization's goals surrounding population health.





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**



**Implementation Services**

- ..... System Selection
- ..... Pre-Implementation Planning
- ..... Staff Augmentation
- ..... Workflow Analysis & Optimization
- ..... Rollouts
- ..... Project Management



**Post-Live Support**

- ..... Regulatory Requirements
- ..... Focused Assessments
- ..... Tier 1 & Tier 2 Support
- ..... MyChart Patient Support
- ..... Mergers & Acquisitions
- ..... New Modules
- ..... Upgrades

**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.

