

# EHR Administration & Support Services

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## Helping Providers Stay Mission-Focused

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### EHR Accountability

Providers who have moved to SaaS EHR offerings have been able to drastically reduce the ongoing maintenance needs for their EHR. While EHR vendors have taken over database management, software enhancements, and system performance tasks, providers are still expected to maintain overall accountability for their use of EHR systems. It can be challenging to staff system administration roles responsible for software configuration, reporting, workflow training, and expansion of adoption. Continuity bridges that gap.

### Training & Learning Management

Training does not end at Go-Live, and maximizing your technology adoption needs to be an iterative process. Continuity offers end user workflow training, new user onboarding, and ongoing training related to software upgrades. Training has maximum impact when paired with tailored materials in multiple media formats, which we build and update as your organization changes.



### Operational Innovation

Continuity's expert technologists combine EHR experience from clinical, billing, and administrative perspectives. Our team collaborates with your users to translate needs into straightforward workflows to make sure your users can collect the data you need to stay compliant and offer you the data you need to run your business. We help enhance your current configuration, uncover new opportunities to take advantage of features you aren't using yet, improve the quality of your operations through technology, and help make sure your reporting is accurate and timely.

### Tier 1 Support

A large part of EHR accountability is ensuring your end users have someone to turn to when they run into problems. Our team becomes your internal EHR support, and your users will have direct access to our support when they need it. We also represent you when interfacing with your EHR vendor for higher-tier support issues to make sure accountability is maintained on all sides.

# For Providers



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### Full Technology Lifecycle Support

At Continuity we focus on EHR Replacement as a last resort, and we work to optimize the utilization and adoption of your existing solution first. Then, we shift to enhancing other aspects of your existing tech stack by optimizing what you already use or identifying new, complementary solutions. Using this targeted approach we work to show real impact as quickly as we can. Leverage Continuity's extensive experience to evaluate, implement, optimize, and support your organization's technology strategy.

### Operational Strategic Planning

Whether it be technology or other operational areas of your business, our consultants and industry partners will bring both expertise and critical availability to focus on this important work. If you aren't executing to a formal plan and validating decisions against it, there's a significant opportunity to bring strength to your organization and staff.



### Marketing & Brand Development

It's critical that the individuals you serve understand your commitment to the challenges they face, and that you clearly communicate the impact your organization can have on their lives. By looking across all facets of your business and analyzing them against local and national competitors, Continuity will ensure these individuals find you so you flourish within the markets you serve. We can also help you establish your Brand DNA through our exclusive partnership with Brand Aviators, and guide you through any stage of Brand Development.

### Data Governance, Analytics & Reporting

No matter how great your technology or strategic plan, proper data governance is essential for organizational health. Continuity will help your organization define and agree upon standard metrics, and how to discuss information related to the success of your business and people. Whether it's high-level strategy or the design and development of your analytics and reporting platform, Continuity's got you covered.