



Support Services is the Perfect Practice Solution for your peace of mind.
....We've got your back

About Support Services

Our Perfect Practice commitment is reflected in the way we support you— with short or long-term support, interface specific or application-wide help, hourly or annual maintenance agreements. We're there whether you just need us to fix the problem or mentor your staff in resolving the issues. We know that your support requirements may vary over time, so at EHR we strive to be as accommodating as possible to meet your support needs.

*ExtraView Support Issue Tracking System—
Technology providing peace of mind that our experienced Support Services team is immediately notified and your problem is triaged right away.*

Application Support

We know EHR is more accommodating than any other company you will encounter. Every one of our expert and seasoned support staff has over 10 years of experience in the application and healthcare industry, and many of them have joined us after working directly with the very application you may need help with.

ConnectR Support

Clients we train on ConnectR interface development automatically receive short-term support after their training. This service helps reinforce the lessons learned and guides the user through the initial hurdles inherent in developing new interfaces and monitoring ConnectR. Long-term support is also available throughout the year, to ask questions, review interfaces, or to get the help needed to move interfaces into production.

Interface Support

EHR provides direct support for the interfaces we develop for you. We know that once your interface is up and running, work processes continue to evolve: your data messaging needs may change, upgrades occur, servers might be moved, etc. Whatever situation puts your interfaces at risk, we are here to make sure they continue to perform as expected, when needed.

Training and Mentoring

We are a certified ConnectR training partner for Allscripts Enterprise EHR, GE Centricity GM and GE RIS-IC. Our 3-day workshop is designed for ConnectR users who need the knowledge, technical skills, interface documentation and access privileges to begin developing their own ConnectR interfaces, in-house. Clients find our mentoring support invaluable when they want to take the lead on developing an interface, but need expert coaching and guidance as their skills and confidence improve.