



# Epic Managed Services

Maximizing Your Epic Investment:  
Lower Costs, Increase Long-Term Value  
& Improve Patient Care.



Healthcare organizations today have a multitude of options when it comes to electronic health records and, Epic has emerged as a leading provider in the space. However, simply implementing the platform is just the first step to realizing its full potential. To truly make the most out of your Epic application, you need a partner who can offer advanced expertise in hosting and application managed services, as well as experience working with complex health systems. With the right approach, you can increase the value of your Epic investment while reducing costs and enhancing care delivery.

HCTI's Epic managed services enhance and support your expert team with application support, EHR training, project and program management, IT, clinical help desk, and more. We manage the operations and delivery for you to realize increased efficiency and productivity at lower costs.

## Why HCTI's Epic Managed Services Approach

- 100%** Productivity with Tools & Best Practices
- 80+** Consultants across US & Captive Support Centers
- 100%** Certified Epic Trained Resources
- 2000+** Epic Consultants
- 100%** Scalability with Structured Governance Model
- ((o))** Go Live Command Center for EHR Transition or Upgrades
- 1:1** Know-how Sessions for Provider to Address All Clinician Specific EHR Requests
- 100%** Certified Epic Multi-Modules
- 24/7** Epic Support

## **HCTI's Epic Managed Services**

Our wide array of Epic managed services drives to reduce your risks and vulnerabilities and include:

### **Advisory Services**

HCTI's hands-on Epic consulting services provide compelling implementation and support of Epic EHR — delivering more robust performance, creating greater efficiency, and enhancing patient safety and health outcomes.

### **Epic Integration**

Integrating Epic EHR with your systems and other third party apps gives the flexibility to better support all lines of your healthcare business and improve patient care. We use Epic APIs to immediately register a patient and set them up with a MyChart login.

### **IT Desktop & Infrastructure**

We offer strong enterprise-level experience in complex infrastructure implementation and data center operations, IT security, firewall & network management application management.

### **Community Connect**

HCTI's Community Connect and Acquisitions services enhance interoperability with a nearby health system to help realize a lower cost EHR implementation. Our Community Connect services offer Connect program development, lifecycle knowledge to provide a foundation, and the creation of a framework for the entire program.

### **Epic Implementation**

To ensure a smooth Epic implementation, HCTI Epic experts work with your team to pinpoint, review, and manage potential problems within your IT program to mitigate operational risks, shorten time to value, and maximize EHR investments and experience.

### **Training and Go-Live**

We provide the industries-best training and go-live services to assist health systems to bring their systems to production, and complete user training and support throughout the mission.

### **Epic Service Desk**

As part of the managed services initiative or also as a standalone service, we provide 24\*7 on call support, across all Epic modules.

### **Epic Refuel**

Looking to supplement your Refuel efforts and keep in sync with Epic best practices? At HCTI, we augment your Refuel efforts, and recognize that you need to keep your customers satisfied and cared for while your teams take valuable time to focus on the latest, greatest offerings from Epic.

### **Epic Optimization**

With HCTI's Epic optimization services, you can ramp up your strategies to meet patient needs while lowering your organization's stress. Our experienced consultants create a comprehensive plan for optimizing areas and generate a list of opportunities to implement in the shortest amount of time possible.

### **Tickets Volume and Change & Release Management**

We offer L1-L3 managed services for managing incidents and maintenance ticket volumes for all modules of Epic, with strict adherence to SLAs.

### **Epic Backup & Disaster Recovery Hosting**

Epic Cloud Backup and Disaster Recovery from HCTI is provided on all major cloud platforms. It offers scalability, cost-effectiveness, security, and durability to meet your business' unique needs.

### **Upgrades/Updates**

We handle complete upgrades through a thorough analysis and impact on other ancillary systems and create a plan for a smooth Epic upgrade.

# HCTI's Center of Excellence (CoE)

## Multiple Epic Modules – 100% Certified

<p>Covers all Modules of Epic</p> <hr/> <p>Continuous Up to Date Consultants via Trainings</p> <hr/> <p>Train &amp; Innovate along with Epic - Population Health Management, Genomics</p> <hr/> <p>Contribute to Epic Vendor Services &amp; App Market</p> <hr/> <p>Research in Artificial Intelligence</p>	ADT/Prelude	ASAP	Bugsy	Beacon Oncology	Beaker	Grand Central	Kaleidoscope
	Bridges	Cache DBA/ Unix Support	Cadence	Canto	Cupid	Charge Router	Clarity
	Data Courier	EpicCare Ambulatory	Dorothy	EpicCare Inpatient	Healthy Planet	Haiku	HIM
	HOD	Identity	EpicCare Inpatient Clin Doc	EpicCare Inpatient Orders	MyChart	OpTime & Anesthesia	Phoenix
	Willow	Radiant	Resolute Hospital Billing	Resolute Professional Billing	Security	Stork	Tapestry
<p>ECSCM/ODBA/CSM, Security, Community Connect, Cogito Data Warehouse, Caboodle, Radar/Reporting Workbench, Interconnect/Intraconnect, Healthy Planet/Population Health, Principal Trainer Certification (Curriculum Certifications), CLN2200v Regulatory Reporting: Objective Measures Badge</p>							

At HCTI, we are dedicated to helping your clinical team get the most out of their use of Epic. Our team goes above and beyond to ensure that our services provide the best value possible. This means that you can focus on your care delivery, while leaving the Epic system to us. Let us help take your healthcare operations to the next level with our seasoned Epic managed services experts!



Reinforcing Healthcare Progress™  
**Request an Assessment**  
[info@healthcaretriangle.com](mailto:info@healthcaretriangle.com)  
 (888) 706-0310

### Care to continue the conversation?

[Contact us.](#)

Healthcare Triangle, Inc.™ (HCTI), based in Pleasanton, Calif., reinforces healthcare progress through breakthrough technology and extensive industry know-how. We support healthcare providers and payors, hospitals, Pharma/Life Sciences organizations improve health outcomes by enabling the adoption of new technologies, data enlightenment, business agility, and accelerating the value of their IT investments. Healthcare and life sciences - both highly regulated industries - turn to HCTI for our expertise in cloud transformation, security and compliance, data lifecycle management, and clinical/business performance optimization.

©2023 Healthcare Triangle Inc.  
 All rights reserved. All other registered trademarks or trademarks are property of their respective owners.