



Medsphere Government Services

Professional Help Desk

If your current provider has less than 100 years of combined RPMS/EHR support experience, you're probably with the wrong provider.

It's not boasting or exaggeration.

Medsphere's Government Services Division has more experience with RPMS/EHR and is more familiar with Indian Health Service processes, protocols, teams and tools than any other healthcare IT partner.

An original RPMS/EHR system developer, Medsphere GSD has also provided QA and support for IHS hospitals and clinics for more than 12 years.

Your EHR system is a national treasure. Put your trust in an organization that values it as much as you do.

Why choose Medsphere for RPMS/EHR support?

> **Readiness**

Medsphere GSD staff has been fully vetted and is prepared to work with IHS clinics and hospitals at a moment's notice. We know RPMS/EHR inside and out as developers of both the original system and the current IHS platform.

> **Unparalleled Experience**

Medsphere GSD application specialists each have more than 25 years experience with VA VistA and RPMS/EHR. The team includes clinical generalists, nurses, pharmacists, lab techs, and software and interface engineers.

> **Comprehensive Knowledge**

The Medsphere GSD approach to training and preparation is to cross-train with a goal of complete system awareness. By eliminating knowledge silos, we know when changing something here breaks something important over there.



Medsphere[®]

Medsphere GSD Support Services

What We Do

In a nutshell, Medsphere GSD makes your staff better RPMS/EHR users. When you're using the system fully and updating workflows to mesh with RPMS/EHR, both the care you provide and the efficiency of staff improve. Our services include ***software testing, implementation and deployment support, onsite / online training and documentation support, RPMS application user support, process QA and interface development and maintenance/support***. Medsphere GSD also offers a suite of testing tools and can manage transitions, product releases and relationships with third-party providers.

How We Do It

Medsphere GSD's onshore support services are available to our clients **24x7x365**. Medsphere charges a flat fee for support and then makes our team available any time, night or day, via Web portal, email and telephone. Medsphere understands that healthcare emergencies don't present conveniently between 9 and 5. For any system issue, we have live personnel standing by whenever you need them.

Beyond the Basics

Basic support services may keep your system running, but they'll never enable improvement and greater capability. Medsphere GSD gives you the resources to be more than you are now. Our suite of pre-built interfaces integrates disparate systems and provides comprehensive patient data in a single interface. Our product development and training services expand the capabilities of both your system and your staff.

A Rewarding Expense

For comprehensive, always-on support services, call Medsphere GSD at 877-662-0073 to discuss our various plans, which start with a reasonable flat fee for our minimum three-month contract. A relationship with Medsphere GSD gives clients reliable support and access to additional services no other vendor can provide.

