

## MEDITECH SERVICES + SUPPORT







# End-to-End MEDITECH Services + Support

Tegria uses unparalleled MEDITECH expertise to tackle challenges and meet goals with customized, end-to-end services and wraparound support.

- ✓ Advisory Services
- ✓ Optimization Services
- ✓ Implementation Services
- ✓ Support Services
- ✓ MEDITECH Alliance Partner



## Customized Solutions + Services for Your Unique Needs




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**Support Center**  
 Tegria can provide First Call Resolution (FCR) support for General IT, EHR Tier 1, Patient Portal, and Telehealth issues, minimizing frustration with effective front-line support.
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**Reporting**  
 Certified resources address internal and external reporting needs (NPR, SQL, DR, Quality), delivering timely and effective insights to organizational leaders and end users.
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**Application/End User Support**  
 Our team can become an extension of your organization, providing multichannel support to providers and staff (e.g., resolving break/fix incidents and deploying new features).
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**Enterprise Architecture**  
 As your all-in-one vendor partner, we maximize end user experience by strategically optimizing your hospital's IT investments and integrated software solutions.
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**Implementation Services**  
 Tegria brings implementation leadership, project accelerating tools, and expert staff to ensure MEDITECH implementations and major upgrades support patient care process and deliver maximum value.
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**Workflow Management/Training**  
 We automate processes for more efficient operations and payment, while supporting knowledge transfer and end user/provider training for an optimal experience.

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# Our Proactive Approach to Partnership

Our commitment begins with embracing your challenges, collecting data, and conducting thorough analyses to identify opportunities. We then craft tailored recommendations to guide you through implementation, optimization, and future growth.

## You're Unique. So Are We.

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**Healthcare-Specific Expertise**  
 Our consultants average over 20 years of healthcare IT experience, bringing unparalleled industry knowledge to every project.
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**Vendor-Rich Perspective**  
 Our industry-leading experience spans a comprehensive range of systems to find your best fit.
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**End-to-End Solutions**  
 Our end-to-end services combine technical acumen, project management, and application expertise.



Working with this team was one of the **brightest spots** of the MEDITECH project. From top to bottom, they do an excellent job of keeping customer needs in mind. Right out of the gate, you know your relationship with them has a **high probability of success**. The bottom line is that choosing Tegria will give you a **high-quality company** with the added bonus that their leadership team will be there to support you and work with you to **achieve your goals.**"

Eric Carey, VP/CIO, Valley Health System

## Why Tegria?

With **1,500 healthcare-focused consultants** globally, we've helped **650+ clients** transform healthcare with market-leading solutions as a **top 10 firm** in seven KLAS categories.



**Rated a Top Performer by KLAS 2024**  
Clinical Optimization



**Rated 90+ in Client Satisfaction**  
 Clinical Optimization      Revenue Cycle Optimization  
 HIT Core Clinical Implementation      Technical Services

We chose Tegria to continue providing managed services after our implementation because **they know our business strategies, our business goals, and our business practices**. When we need something done, we know **Tegria can get it done** for us quickly."

Brian Heersink, IT Director, San Luis Valley Health