

SUPPORT THE ROLLOUT OF ELECTRONIC MEDICAL RECORD SOFTWARE WITH BOMGAR

Hospitals and health care networks all over the world are integrating electronic medical record (EMR) software to manage and support their growing networks. EMR rollouts are no simple task. These systems require a complete overhaul and organization-wide changes affecting everyone from doctors, to patients, to nurses, and techs.

During an EMR rollout, employees need support to learn and adopt the new software, and vendors will need network access to drive the implementation. Delays in these processes can cost an organization millions, making IT departments a key player in a successful rollout.

Bomgar Remote Support can help your health care organization support and plan for your EMR software implementation.



Planning

Reduce future workload by planning resources ahead of time.

- Allocate and set permissions and user profiles for your organization based on the number of people and devices needing support, consultants and vendors needing network access, support reps you have, as well as by who needs access to what in the network.
- Increase your support team's capacity by equipping them with the technology to support a complex EMR roll out.

Support & Training

Manage a smooth implementation.

- Enable your IT help desk to support the hundreds of EMR software uses across different departments, all with different needs.
 - Field support requests quickly by allowing techs or the user to initiate sessions using the Bomgar button. Integrate Bomgar with your IT Service Management tool to launch a Bomgar session straight from a ticket.
 - Chat with users directly and see what they are doing in real time while teaching them how to use the new software remotely.
- Improve first call resolution by enabling support reps to bring additional reps into a chat for help, or escalate a session to a higher level of support, all within the same call.
- Record sessions from consultants to use for training purposes.





Compliance & Security

Meet strict security requirements without compromising productivity.

- Keep sensitive data and system access behind your own secure firewall and automatically record session activity, simplifying HIPAA and PCI compliance.
- Automatically record all session activity for in-depth monitoring and auditing.
- All session traffic is encrypted using TLS encryption AES-256.

Success Case with UNC Health Care

UNC Health Care underwent a 7 month Epic rollout involving 90 external consultants. The organization brings together more than 20,000 employees, doctors, and nurses across 12 hospitals that were all impacted by the rollout. The IT department brought Bomgar on board to help facilitate the rollout and support the organization.

"At the end of the day, Bomgar's ability to not only make it easy for us to troubleshoot issues for our users, but also create recordings and use those for training purposes, made it a perfect fit to help us achieve our goals."



ANNETTE DAVIS, IT DIRECTOR, UNC HEALTH CARE

Join the thousands of organizations using Bomgar for Secure Access. To learn more about the features of Bomgar Remote Support and how you can get started with your free trial today, visit bomgar.com/remote-support.

