Ensuring an Epic Healthcare Integration

The vital role of digital support services in healthcare acquisitions

Epic Go-Live **Electronic Health Records** **Windows 10**

BACKSTORY

Desktop implementation plays a crucial role during healthcare integrations, from ensuring a smooth transition of workflows, equipment, and software to troubleshooting and resolving issues that could affect patient safety. When a large system of hospitals acquired a new healthcare facility, they sought the expertise of TSG to ensure they met the urgent go-live deadline with seamless Epic implementation and support.

SOLUTION

During the client's healthcare facility acquisition, TSG delivered comprehensive Epic Go-Live, Technical Dress Rehearsal, and Post-Go-Live Epic desktop support services. They successfully installed and implemented equipment, software, and external devices, integrating them with Epic and Windows 10. TSG meticulously managed inventory, installation, configuration, and maintenance to ensure the proper functioning, compatibility, and up-to-date status of all Epic systems within the integrated environment. They also implemented effective security protocols and measures.

TSG MANAGED SOLUTIONS

Solution Development

TSG partnered to build a custom solution based on the client's requirements and urgent timeline to implement a team of desktop support experts to support the client's new healthcare facility.

Building & Scaling Teams

TSG led the team selection process and role alignment with agility and flexibility, bringing a large location-based cross-functional team up to speed efficiently and within the client's deadline.

Service Delivery

Through communication, collaboration, and ongoing engagement support, TSG contributed to the client's successful integration while minimizing disruption and enhancing overall operational efficiency.

Project Outcomes

Through the smooth transition of systems, applications, and processes, TSG assisted the client in opening a new healthcare system within the client's timeline.

By leveraging proficiency in Epic systems, Windows 10, healthcare integrations, and Electronic Health Records, TSG enabled the client to take a hands-off approach.

In close collaboration with the client, TSG provided extensive ongoing support for the large implementation, diagnosing and troubleshooting issues to minimize downtime for healthcare providers.