

PROVIDING A COMPLETE IT SOLUTION, SO HEALTHCARE ORGANIZATIONS CAN FOCUS ON PATIENT CARE

REFERRAL AND ORDER MANAGEMENT

Streamline the patient intake process.

- Automate the inbound order process received via fax, phone, Direct, EHR, or web-based order systems
- Eliminate revenue leakage from lost or illegible orders
- Automate referral intake, eligibility, and benefits verification with an interface to EHR system



IMPROVE PATIENT EXPERIENCE

Pre-arrival, arrival, and checkout, leading to improved HCHAP scores.

- Expedite patient check-in with kiosk technology, automated wristband printing, way finder, and electronic forms
- Reduce registration time by 25% and allocate staff based on actual patient flow
- HIPAA-compliant patient lobby displays
- Reduce patient wait times by 50%



APPEALS AND DENIAL MANAGEMENT

Improve the RCM process with streamlined appeals preparation and response.

- Generate appropriate appeal letter or payer-specific form based on denial type
- Automate the capture and assembly of all appeal materials for the submission package
- Submit the appeals package to payer, by mail, fax, or electronic upload



COMPLIANCE

Mitigating risk starts with compliance—a priority for every healthcare organization.

- Managed Compliance Services
 - HIPAA Risk Assessments/Remediation
 - NIST Cybersecurity
 - Cybersecurity Capability Maturity Model (C2M2)
 - ISO, GDPR, PCI-DSS frameworks
 - Workforce Training
- With Compliance Portal, perform all your compliance management activities



SECURITY

Fortify your organization's systems and protect your patient's PHI.

- Managed Security Services
- 24/7/365 SOC Service Desk
- Medical Device Hacking Prevention
- Provide Monitoring Services around industry-leading SIEM technologies to improve your offensive security tactics



EHR IMPLEMENTATION & SUPPORT

Required by every Healthcare practice.

- EHR Selection, Implementation, and Support
- HL7 Interface Development and Maintenance
- Data Migration and Integration Testing
- Team dedicated with expertise and certification in leading EHR systems
- 24/7 service desk for providers and users



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IT SUPPORT

Improve productivity and end user support for healthcare providers.

- AC provides a thorough understanding of the diverse healthcare environment (vs. a standard MSP)
- Resources/technologies designed to help leverage economies of scale
- U.S. based Enterprise Service Desk with ITIL aligned processes
- Remote Monitoring through World Class NOC



CLOUD COMPUTING

Want to move your servers to the cloud?

- US Based SOC 2 Type 2 Data Centers
- HIPAA Compliant Services
- Hosted EHR Solutions
- High Availability Solutions with three data centers in the US
- Cloud migration services with a dedicated project team with experience in EHR systems and workflows



IT PROJECTS

On demand skills and healthcare technology expertise when and where you need it.

- Enhance your technology staff
- Upgrades, migrations, network assessments, audits, moves, and tune-ups
- Access to healthcare industry expertise
- World class Project Management Team



APPLICATION DEVELOPMENT

Customized tools to build your healthcare organization.

- SharePoint and Salesforce custom development and design
- Website implementation for an optimized experience
- Custom Applications



VOICE OVER IP

Can you hear me now?

- Simplified experience, one point of contact, one bill, one place for voice and data
- Hosted PBX & SIP Trunking
- Replace or use your current HW
- Improve the quality and feature set of your phone system



ARCHIVING, BACKUP AND DISASTER RECOVERY

Rest easy — if the worst case scenario occurs, we have you All Covered.

- Local on premise and cloud backup and continuity solutions
- Cloud data replication and redundancy
- Flexible and scalable solutions
- Fixed prices for easier budgeting

