



Maxwell Healthcare  
Associates



# Help Desk

## Defined Escalation Process with Consultative Approach to Issue Resolution.

IT frustrations occur daily and account for crippling cases of clinician burnout. Delayed resolutions often impact patient satisfaction and overall clinician approval. These difficulties occur when support is left in the hands of the IT department instead of subject matter experts who are few and far between. Plus, 24/7 support is often nonexistent at agencies that provide around-the-clock clinical care. Most organizations struggle to staff help desks. And if they are well-staffed, knowledge gaps, turnover, and training issues are problems that agencies must confront in pursuit of answers.

*Real solutions are tailored. Our team provides affordable, comprehensive and customized post-acute care consulting services that are scalable to your company's unique needs.*



Same Day Response  
for Any Volume



Tracking, Escalation,  
and KPI oversight



Expert Level  
Knowledge and Skill

*Your agency will receive a consultative approach that sits behind your help desk. You'll feel confident that your users are in the best hands with MHA.*





*Seamless Support from  
Experts Knowledgeable  
in both your Agency's  
Software and Culture*



## Help Desk

### Deilvering Results

MHA delivers dependability at an affordable price. With our endless pool of resources, we've put a unique spin on the typical agency help desk. MHA's consistent and reliable service offers a fully staffed, same-day ticket response regardless of ticket volume or time of day/week. Quicker responses result in greater patient satisfaction and clinician fulfilment. And unlike other ticketing systems, we don't require authorized requestors to ask for assistance, which speeds up interactions between teams. It also allows for backlog avoidance with best-in-class customerservice. Plus, by managing ticket queues we're always identifying KPIs, trends, and areas of maintenance (i.e. – system configuration, optimization, forms change, billing cleanup) that require additional educationalopportunities and gaps to focus on for your team.

### Why MHA?

You'll feel confident that your users are in the best hands with MHA. Plus, you'll enjoy the benefit of less overhead and more support across your user base with specialized knowledge in all areas of expertise. Your agency will receive a consultative approach that sits behind your help desk.

### Help Desk Support Tiers

- Tier 1:** *General user support on basic functionality within R2, ancillary products and PointCare.*
- Tier 2:** *Advanced end user support including but not limited to resetting workflows, operational best practice recommendations, issues requiring a change to tables, settings and workers.*
- Tier 3:** *Requires consultant support for making the requested change within the ticket. These tickets can include: payor changes, episode realignment, system setting changes, forms/pathways modifications, analytics development requests, and often require a change order or standalone SOW for final deliverable.*



**People. Process. Technology.**

