



CareCentric Support Services

CareCentric Support Services enable you to get the answers you need, when you need them, in the way that best suits your organizational style. We empower your staff to resolve issues quickly and independently. We offer a variety of support options, available to every user of the system, to increase productivity and help develop self-reliant, knowledge workers within your organization.

About CareCentric:

Headquartered in Atlanta, and with more than 35 years of technology expertise and domain knowledge, CareCentric delivers technology, business operation and IT services to providers serving the entire home healthcare continuum.

Online Knowledge Base

Users can move seamlessly from the application to a robust knowledge base for fast, efficient resolution. The knowledge base offers on-demand, solution-driven documentation in the form of release notes, manuals, articles and videos.

Web-Link

Web-Link provides an easy way to log non-emergency requests while continuing to serve your business needs in a timely manner. This tool gives users the ability to review and provide additional information for specific incident resolution and provides historical information so that you may resolve similar incidents.

One-On-One Telephone Support

For those who prefer communicating issues over the telephone, one-on-one, real-time telephone support is available. Every member of the support team has secured access to information concerning your business and your support history. Your call will be routed for prompt service and fast resolution. Regularly scheduled support team meetings ensure the entire team is apprised of your situation.

Responsive Professionals

CareCentric Support Analysts are experienced professionals who have a broad range of specialized knowledge about the home care industry, software applications and your business. Our comprehensive support solution includes sophisticated remote access technology. One authorization telephone call is all we need to directly access your in-house licensed application servers to quickly address your needs.

For more information, call 800-254-9872 or visit www.carecentric.com.

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