

CUSTOMER CARE

We'll take care of the software, so you can focus on patients.

Our experience with Equicare has been excellent! The customer service team ensured our installation was smooth and on schedule, and the training helped us hit the ground running. The team also configured ECS to meet our needs by adding in the specific educational materials, forms and clinical assessments we use on a daily basis.

Debbie Daugherty

University of Maryland St Joseph Hospital



Equicare's customer care program gives you the support you need to launch your new software and keep it running smoothly in the long term.

TALK TO US

Phone: 1-877-708-9075

Email: customerservice@equicarehealth.com

Log an issue: customerservice.equicarehealth.com

Our support team is available between 6AM to 7PM PST Monday through Friday, excluding holidays. Emergency support is available outside of these hours.

INSTALLATION, CONFIGURATION & TRAINING

Equicare is committed to helping your organization introduce your new software so you're confident and capable when it's time to go live. Every installation includes:

- * **Workflow Analysis:** A clinical workflow specialist will conduct a thorough analysis of your current workflows, and work with you to develop a solution that incorporates ECS into your daily operations.
- * **Clinical Content Review:** ECS includes a regularly updated library of clinical content, but we will also help you customize educational materials, and develop additional content to meet your clinical and operational needs.
- * **OIS Configuration:** A technical expert will set up the interfaces between ECS and your Oncology Information System, as well as complete the initial upload of patient information. We'll also help you with data verification and provide guidance for maintaining data quality.
- * **HL7 Interface configuration:** If you've purchased an HL7 interface, we'll configure it so that ECS becomes an extension of your HIS or EMR.
- * **Onsite Training:** One of our product experts will provide your team with hands on training to give them the skills needed to work effectively and efficiently. Following an introduction to the software, we will customize the content of the training session to the specific requirements of your organization.
- * **Documentation:** We'll leave you with hard and soft copies of a comprehensive user manual for your reference.



Think you'll need more training or configuration assistance? Equicare offers additional support packages customized to the needs of your organization. Please contact us for more information.

SOFTWARE SUPPORT

Equicare includes a 5 year Software Support Agreement (SSA) with every purchase to leave you confident that your system is secure, stable and consistently available. The SSA provides you with:

- * **Live support:** Equicare offers technical support from 6am to 7pm PST, regular business days. Our technical team can securely access your system to rapidly provide updates, upgrades, monitoring, and technical assistance. Emergency support is available outside of business hours.
- * **Maintenance releases:** These releases ensure your system has the latest fixes for software and security issues as soon as they are available.
- * **Software upgrades:** Each upgrade includes more than just updates to existing modules; we also add in brand new features and functionality, all of which you can access with your SSA.
- * **Clinical Content Updates:** Equicare includes a library of follow-up templates from NCCN* and questionnaires from FACIT.** We update this library as industry standards change to automatically keep your organization up-to-date.
- * **Educational Material Updates:** We regularly update and add to our library of patient and provider educational material to keep your content current.
- * **Installation of all new releases:** Our Customer Support team will install all updates and upgrades to minimize interruptions of your system.

*NCCN - National Comprehensive Cancer Network

**FACIT - Functional Assessment of Chronic Illness Therapy