



MediTract Support Care Service Platform

Long Term Support Care is offered as part of MediTract's family of Support Care Services, providing comprehensive contract management and consulting services to hospitals and healthcare organizations of all sizes. Support Care Services can help your organization meet its goals and objectives pertaining to contract management and database usage, completion of MediTract Initiatives, compliance, quality assurance and more.

MediTract's Long Term Support Care offers long-term contract management and consulting services to hospitals and healthcare organizations of all sizes. A MediTract Client Solutions Advisor can serve your organization as a Professional System Administrator, managing and overseeing every aspect of your MediTract database.

Long Term Support Care Service

We at MediTract are proud to announce the launch of Long Term Support Care, a part of MediTract Support Care Services. Our knowledgeable Client Solutions Advisors can assist in overseeing and managing your organization's MediTract database, keeping your organization's current objectives and initiatives in line with quality assurance standards and long-term goals.

Description of Deliverables

A MediTract Client Solutions Advisor can consult with you to develop a Long Term Support Care program tailored to your organization's overall goals, objectives and initiatives. Your organization would receive a comprehensive statement of work detailing a scope of services to be performed by your MediTract Professional Administrator, including a description of activities and responsibilities, monthly allotment of support hours, and onsite and offsite work schedules.

Services provided by the MediTract Professional System Administrator include:

- Consultation on MediTract Best Practices, Initiatives and recommendations for remediation
- Database review, analysis and optimization planning
- A single point of contact for users, providing technical support and database management assistance
- Database maintenance and administrative services, including;
 - Report writing
 - Maintenance of user list and profiles
 - Training and education

Database maintenance and administrative services (cont.)

- Preparation of a presentation and training materials
- Implementation and rollout of additional TractManager Solutions
- Project planning, management and completion
- Scan preparation and onsite scanning services

Three Customized Levels of Support:

Our Long Term Support Care is offered in three levels: Gold, Silver and Bronze. A MediTract Client Solutions Advisor can consult with you to determine which level of Long Term Support Care would best serve your organization.

