

# Clinical Practice Solutions, Inc.

*We are neither the light nor the message. We are the messengers.*

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[www.SpeechDrivenEMR.com](http://www.SpeechDrivenEMR.com)

## Dragon Medical Tier One Support Package - \$149.00

I call this the, “Help my Dragon is not working right!” Support Plan. It is a more cost effective way for you to quickly resolve any Dragon related problems, issues or questions, rather than scheduling a one hour block of tech time each time. This plan covers I.T. or other technical or operational problems you might have with Dragon including PC settings, incorrect Dragon program settings, actual dragon software issues etc. Our team of experts will assess and troubleshoot your issue until a resolution is found and applied. Annual Tier One Dragon Technical Support option gives you piece-of-mind knowing that you’ll be covered at that moment when things are not going exactly as planned.

Please note this does NOT cover training time for user related problems!.  
(Training time for USER related issues is billable per the hour).

### Included in Tier One Dragon Support Package:

- **Remote streaming support** is standard in our Tier 1 services.
- **Use the Live Chat** for instant support.
- **Or Request a Callback** on your issue (toll free line)
- **Or use the Ticketing System** – Have a question after work hours? Our ticket system is available and all inquiries are handled within 24 hours
- **Support Members can chat with our team** of Technical Product Specialists, Support Engineers, Repair Technicians and Integrator Specialists for a quick resolve to their hardware or software issues. You can Track and Manage Support Inquires through our Advanced Ticketing System, where you can Submit Service Tickets, Explore the Interactive Interface, Browse Recently Added, Most Popular or Highest Rated content, and much more.
- **Also includes access to our knowledge** base where you can find over 1,000 custom walk through guides & answers to FAQs (for one point of contact). New articles are uploaded regularly. The knowledge base is separated by vendor and offers keyword friendly search options.
- **Best of all, it is for an entire year!**

Certified HealthCare Solutions Partner ~ eClinicalWorks® EHR and Dragon® Medical ~ Sales, Training and Billing

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