

Clinical Practice Solutions, Inc.

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

www.SpeechDrivenEMR.com

Tier Three Enterprise Support and Training Package

The Tier Three Enterprise Support and Training Package gives you limited Certified Dragon Support for one office, for one contact, for one year (renewable at your option) plus an eight hour block of remote training and technical services; (this time can be used as needed for training, user support, custom template or macro creation, workflow management, Q&A, whatever you like). You also get one on one training with a live certified instructor how to properly use Dragon Medical. Additional flex time is available in 8 hour increments.

Included in Tier Three Support and training Package:

- Eight (8) total hours of remote one-on-one customizable training time, plus integrating voice and speech solutions.
- Limited Dragon Medical tech support for one contact, as needed
- Remote streaming.
- Training sessions are scheduled around your practice schedule, during business hours
- Additional singular one hour blocks of live remote one on one time may be added for additional training.
- **Use the Live Chat** option 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 online and all inquiries are handled within 24 hours (during business hours)
- Your Support Contact can do live chat with our team of Technical Product Specialists, Dragon Support Engineers, Repair Technicians and Dragon Integrator Specialists to help resolve to their hardware or software issues. They can Track and Manage Support Inquires through the 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. (Note – Technical Support cannot upgrade or access the Network software or the server beyond what actions a normal user may take, having said that many “technical” issues are in reality “user” issues.)
- Also included is access to our valuable tool, the online knowledge base, where you can find over 1,000 custom walk through guides & answers to FAQs. New articles are uploaded regularly. The knowledge base is separated by vendor and offers keyword friendly search options.

Certified Nuance HealthCare Solutions Partner - eClinicalWorks® EHR and Dragon® Medical - Consulting, Sales, Training and Medical Billing Services