

# 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 Two Support and Training Package - \$599.00**

The Tier Two Support and Training Package gives you Unlimited Certified Dragon Support for one year (renewable at your option) plus a four hour block of remote training and technical services; (this time can be used as needed for training, support, custom template or macro creation, whatever you like). The Support Team will work with you on your set up and configuration and train your providers, remotely, one on one with a live certified instructor how to properly use Dragon.

### **Included in Tier Two Support and training Package:**

- One four (4) hour block of remote one-on-one customizable training time, plus integrating voice and speech solutions and Certified Dragon Technical Support.
- Program set up and configuration help, as needed
- Remote streaming support is standard in Tier 2 services.
- Training sessions are scheduled around your practice schedule, during business hours
- Additional singular blocks of live remote one on one time may be added for additional training if needed at \$129.00 / each.
  
- **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)
- Support Members can chat with our team of Technical Product Specialists, Dragon Support Engineers, Repair Technicians and Dragon Integrator Specialists for a quick resolve to their hardware or software issues. You 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.
  
- Also includes access to a 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.
- Support is per Practice or Clinic location, but one person must be designated as the main point of contact for support.

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

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