24/7
Access to Videos & Documentation

PRIME CLINICAL SYSTEMS

ONLINE TRAINING PACKAGE

A Unique Solution for a Busy Practice!

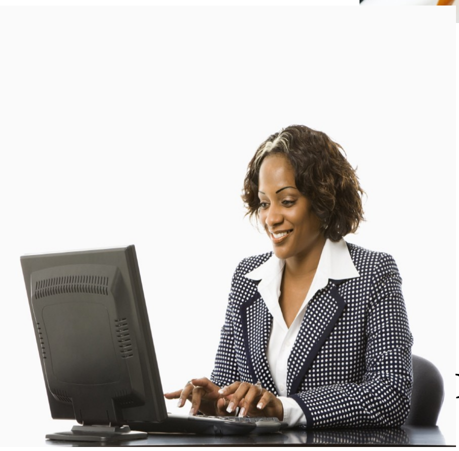
10 MINUTE VIDEOS

Watch the assigned training videos for the session.

Our Videos allow you the ability to 'pause' and 'replay' as often as needed.

QUESTIONS

Document any questions you might have from the videos.



60 MINUTE TRAINING SESSIONS

One-on-one telephone/ internet meetings

Or

Group Sessions with your Project Management Team

CHECKLISTS

Complete all of your assigned tasks and view all training videos indicated on the checklist at the end of each session.

- Training Provided At Your Convenience
- Uninterrupted Patient Flow
- Your practice does NOT need to close for training
- Available 24/7 even after you are trained
- We are here to assist you every step of the way

Prime Clinical's Training Package

Consists of 14 Training sessions

Completion of training usually takes between 8 and 12 weeks

Many clients 'Go Live' on scheduling and billing in 6-8 weeks

We move at your pace

We do most of the setup for you!

After your 'Go Live', we have many additional Webinars and Workshops available to you at no charge!

Prime
CLINICAL SYSTEMS

TIMELINE TO IMPLEMENTATION

Though the results demonstrated in this timeline are typical, they may vary with individual situations and preferences.

PHASE 1 INFRASTRUCTURE BUILDING— (Prior to Installation)

Gathering information, customizing your system

Week 1: Finalize sales documents and forward to Prime Clinical. You will receive your first call from your ***Project Management Team (Session 1&2)***. This meeting will take approximately 90 minutes. You will discuss the Training Plan Package, your unique needs, hardware requirements, and your projected timeline. You will schedule out your next few training sessions and start on any homework assignments from the meeting.

Weeks 2-4: Phase one training (***Sessions 3-8***) will be completed through online training videos (10 minutes each), online group sessions, and telephone/internet sessions with your project management team. **ALL TRAINING SESSIONS with your Project Manager are approximately 60 minutes.**

Around this time, your hardware installation should have been scheduled and completed to prepare for ***PHASE 2*** training. Be sure that you have made arrangement to have ALL of your hardware items ready for installation, as this can slow down the training process.

PHASE 2 APPLICATION TRAINING— (After Installation)

Weeks 5-8: This begins after the installation is complete, so the system is now available to you in your office. You will complete each session and have the opportunity to use the information you are learning in your new system, in a playground environment. ***Sessions 9 -11*** involve scheduling, billing, patient registration, users security roles, setting data-panes, documents types, scanning, etc. The front office Scanning Training is also done at this time, and the front office starts using the EMR features in preparation for 'Go Live'. You may also go-live on Patient Registration and Appointment Scheduling during this time if your office chooses to do so. Some clients will also go-live on billing if they are ready. ***However, if you are receiving a data transfer of ANY data, you may not start using your system until after the data transfer is complete.***

PHASE 3 IMPLEMENTATION TRAINING— (After Data Conversion)

Weeks 9-12: During ***Sessions 12-14*** you put into place everything you have learned, and begin billing out charges in the new system. This will be closely monitored by your Project Management Team, who will also be working with the back office staff to start using the EMR features. Provider Training will happen during this time so we can start addressing the newly created templates, and begin with ERX. Some offices with multiple physicians choose to stage their physician Go-Live one at a time. We will train you and your staff on requirements of Meaningful Use during this time as well, and this will require working with our Meaningful Use Webinars and recorded sessions.

PHASE 4 ONGOING TRAINING & ADVANCED FEATURES

We recommend that you take advantage of our ongoing training for as long as you are using our system. We offer continuous webinars and recorded sessions to learn about new features and further ways of enhancing your office productivity. You may learn of these offerings by visiting the client section of our website, and monthly newsletters.