

Allscripts® Services during COVID-19 Crisis

/Core Solutions

Allscripts IT Support Services offer clients new Help Desk and Staff Augmentation services. As organizations across the globe address and meet the challenges brought forth by COVID-19, many will need to shift their staff and IT teams to focus on COVID-19 pandemic response activities. These services are available to clients in the US and will help offset the staff burden many organizations might feel during this challenging time.

How these services help

Combined Help Desk and IT Staff Augmentation services—Allscripts assists clients through a diverse range of operations to help alleviate the staff burden and help continue driving the highest clinical, financial and operational efficiencies.

Allscripts Managed Services and Professional Services—Provides teams with resources skilled in the following:

- Help Desk Operations
- Sunrise Clinical and Financial Applications
- Paragon Clinical and Financial Applications
- System Engineering
- Interfaces and Custom Services Operations

Key features

Allscripts Services are available to clients through four arrangements. See table below for details. Help Desk services will be available through Managed Services, while Sunrise™ and Paragon® Staff Augmentation services will be provided through Professional Services teams

- **Help Desk**—Enables clients to leverage Allscripts Help Desk as an incident management team. Allscripts Help Desk staff are available around the clock and act as Level 2 and can help connect clients to the proper, specific Support Teams.
- **Sunrise Staff Augmentation (US)**—Helps Sunrise clients contract for a minimum of 10 hours and purchase hours month-to-month from US-based Professional Services teams for Sunrise applications
- **Sunrise Staff Augmentation (Global)**—Enables Sunrise clients to contract for a minimum of 10 hours and purchase hours month-to-month from Global Professional Services teams for Sunrise applications.
- **Paragon Staff Augmentation**—Helps Paragon clients contract for Paragon Application work through our IT teams.

Clients only need to purchase a minimum 3–5 incidents or 10 hours of Professional Services to get started and can add any number of hours for the month and add additional incidents or hours each month.

Outcomes we deliver

As the coronavirus situation evolves, Allscripts clients will be able to keep their IT operations running optimally with our teams working with them.

To learn more, visit www.allscripts.com

Challenges we address

- **Mobilizing staff**—Health systems across the country are facing an unprecedented challenge and need to mobilize their staff to effectively respond to this emergency.
- **Assisting front-end teams**—IT teams need to be prepared to assist front-end teams and it is critical for these teams to have the support they need to ensure operational efficiencies do not suffer. This will enable IT teams to rapidly build and deploy new workflows and keep other key projects on track.
- **Managing resources**—The circumstances surrounding the coronavirus crisis have put a strain on resources across small and large hospitals. Many organizations need a health IT partner to help alleviate the pressures felt across the entire enterprise.

Please reach out to your AOE, Client Success Manager or Project Manager to ask for more details.

