

# Solutions Centre<sup>®</sup>

## More Than Just Support

Clinical and Financial Specialists to solve your workflow and EHR matters when they arise.

## How HyMark can help you

By Angela Hyatt, Owner/CEO

With a manageable monthly investment, HyMark Solutions Help Desk provides you and your staff with access to solutions for all of your Point Click Care needs. From Support Calls to the creation of Customized User Defined Assessment forms and everything in between, we are here to help answer your questions, help you ask the right ones and build systems that fit your facilities unique delivery of care.

More than just a support desk, our PointClickCare certified Trainers have worked on the front lines engaging with the many challenges of configuring, implementing and compliance with Electronic Health Records to facilitate success with survey regulations.

When your organization engages with HyMARK's Help desk, our experts become an extension of and an integrated part of your team. Together, we can strengthen your care delivery and optimize your business operations resulting in better resident outcome, employee satisfaction & improved financial performance.

We are not just trainers, not just consultants; we are experienced partners. We are owned by LTC Providers, serving LTC Providers.

### Faster Response Times

Help Desk is available 6 am – 5:00 PM PST, with dedicated staff members manning the phones and our email system. When you call or email us to open a ticket, you will be answered by one of our Clinical or Financial Specialists. By connecting live via a provided internet conferencing service, we are able to see exactly what you are experiencing and help you to resolve the problem. On the spot!

### We provide

Faster response times to your questions about PointClickCare®

Clinical and Financial process work flows.

Clinical and Financial training customized to your organizations unique needs

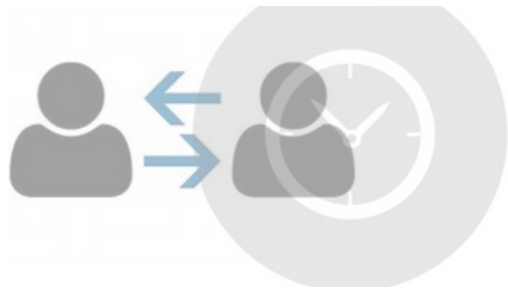
customized assessment forms (UDA'S) for admissions, nursing & administrative work to trigger care plans & point of care tasks for interventions

PDPM Consulting



### Training

Are you frequently asked questions that the right training would eliminate? We collaborate with your team to identify and deliver the training you want and it can be designed specifically for your needs. Do you need a nursing assistant on boarding program? We can develop that for you and create training manuals in alignment with your work flow.



## Process Flow Recommendations

As invested partners, HyMARK Helps solve your immediate problems and act on foreseeable issues helping you prioritize along the way. We are also concerned about how you are able to care for your residents with more efficiency. Shortly after the initial phone call we can setup new process recommendations as well as provide training on these processes. We may even see manual processes that can be automated and save you money and help to free up resources currently spent on these manual tasks.

## Proactive Research

HyMARK will provide a monthly check-in based on the information we see from your Dashboards and Reports to notify your facility when concerns arise such as overdue and incomplete assessments, outstanding Clinical Alerts, MDS Corrections, Cleanup of UDA Scheduler and more. Our Help Desk Specialists will help you to identify and correct any errors in processes and practices that will reduce possible compliance concerns. You can rely on us for Quality Assurance for your EHR!



## User Defined Assessment Development

Some of your facilities inefficiencies will be easily corrected by a customized UDA or you may know that you need UDA creation, but just haven't had the resources to complete them. HyMARK will create your custom UDA to make your current processes more efficient.

## Monthly eMAR, POC & Specialized Web Training.

HyMark offers regularly scheduled web-based training on eMAR and Point of Care so when you have new hires, you can sign them up for our regularly scheduled sessions. This insures that your new hires receive the most up to date training on these critical care modules and takes the burden off of your team. We also add at least one extra training per month on additional PCC modules such as Care Plans or Document Manager. All you have to do is sign up as part of your monthly subscription!

## Contact

**Cindy Sanchez**

Chief Operations Officer

Office: 509.895.0286

Mobile: 509.654.0032

Toll Free: 855.549.6275

cindy@hymarksolutions.com



HyMark Solutions · 601 W Walnut St · Yakima, WA 98902-1133

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

Phone: 509.834.4031

Toll Free: 855.549.6275