


The modmed[®] Otolaryngology Customer Support Challenge

Let's take a look at the many ways Modernizing Medicine[®] provides support to our ENT clients and see how we compare to your current EHR vendor or one you're considering.

Considerations for Your Practice		(ENT Vendor)
Award-Winning Support Including wins at the 2020 CXps CX-Cellence Awards and 2020 Excellence in Customer Service Awards [®] .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Implementation Support Our teams are there to help you plan, implement and go live—smoothly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Workshops We hold ENT-specific training sessions online, at our offices and on-site ¹ with clients.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Personalized Training Our educators go on-site ¹ or meet with your team virtually to help with workflows and support your staff.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Client Services Our dedicated support specialists often have clinical or practice management experience and are committed to your success.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
In-App Support Clients receive guidance and support directly within applications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
eLearning We create curricula for our clients in modmed U to speed up the on-boarding process and help your team learn new and advanced functionality.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Online Support Community modmed Communities is an online knowledge-base and support forum available to all clients.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MIPS Advising Helps our clients meet their goals and navigate changing regulations. 100% of MIPS Advising clients met their goals in 2019. ²	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Business Operations Services Works with your team to identify and implement new strategies for streamlining your revenue cycle.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Advisory Boards Comprised of our clients, this group provides feedback on beta products, workflows and enhancements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Annual Users Conference Learn from power users and preview new features. In 2019, 985 clients booked 1,352 appointments at MOMENTUM.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

¹ Availability of in-person education, training, support, implementation or other services is subject to change and may be reduced or eliminated during the current, or any future, public health emergency or similar issue.

² Goals established by clients and may vary by provider.

If your support isn't all it should be, consider modmed[®] Otolaryngology.

Visit modmed.com/ENT or call 561.235.7506

