



Healthcare Performance Group

HPG Support Services

Our commitment to you includes comprehensive support, provided by Cerner® application experts who serve as your dedicated remote team. We stand ready to quickly resolve issues and assist with maintenance, all for only a fraction of the cost of adding new full-time employees to your team. Whatever the challenge, we find the solution, and we are always just a phone call away.

HPG Support Services deliver turnkey solutions for common challenges:

- IT knowledge gaps in Cerner technology solutions
- IT staff member shortages/augmentation
- IT backlogs
- Multiple EHR platform support
- Managing conflicting project priorities

Continuous Support for Your **Cerner** Implementation and Optimization **Needs**

The HPG Support Services team augments your staff while you control project prioritization and completion. Unlike typical support centers, our Cerner application experts go beyond problem resolution to provide your team with added knowledge and training.



Service Request Resolution and **Management**

- Break/Fix and Enhancement Requests
- Design Consultations
- Upgrade Testing
- Application Build, Test and Production
- EHR Platform Migration



Cerner **Help Desk**

- Designated Customer Support Phone Number
- Virtual Help/Screen Sharing
- PRN On-Site Support Available

Contact us today: 888.681.9501
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Integrate. Optimize. Perform.