



## CitiusTech Professional Services

We turn your technology investments into revenue

EMR | Clinical Apps | RICS/ PACS | RCM | HIE | Implementation | Integration | Data Analysis



Driven by changing industry trends, healthcare technology companies need to ramp up their implementation teams to support the fast-growing market for healthcare IT systems.

CitiusTech has a strong healthcare professional services practice and offers healthcare technology companies a unique professional services partnership model.

With deep domain experience, state-of-the-art technology expertise and global reach, CitiusTech can help lower professional services costs by as much as 40%.

**CitiusTech has over 700 HL7 certified professionals, the largest team worldwide in the HIT services industry.**

**Accelerated Technology Adoption – Key Challenge for Healthcare Technology Companies**

To meet changing physician expectations, interoperability challenges and regulatory requirements (such as Meaningful Use, ACO and P4P), healthcare organizations are expected to accelerate their adoption of clinical systems over the next 4-5 years. Healthcare technology companies, including EHR, ACO, PMS and HIE technology providers, would quickly need to ramp up their implementation teams to support this fast-growing market with cost-effective and quality professional services. However, many organizations don't have the necessary scale or technology capabilities to address this need.

CitiusTech offers healthcare technology companies a unique professional services partnership model that adds scalability and cutting-edge domain capabilities to their own professional services teams. Using a long-term partnership approach, CitiusTech offers end-to-end product implementation, data analysis and integration services to clients worldwide, including leading EMR, Revenue Cycle Management (RCM), RIS/ PACS vendors, HIE vendors, etc., and enable them to reduce costs and improve efficiency.

**CitiusTech Professional Services Practice**

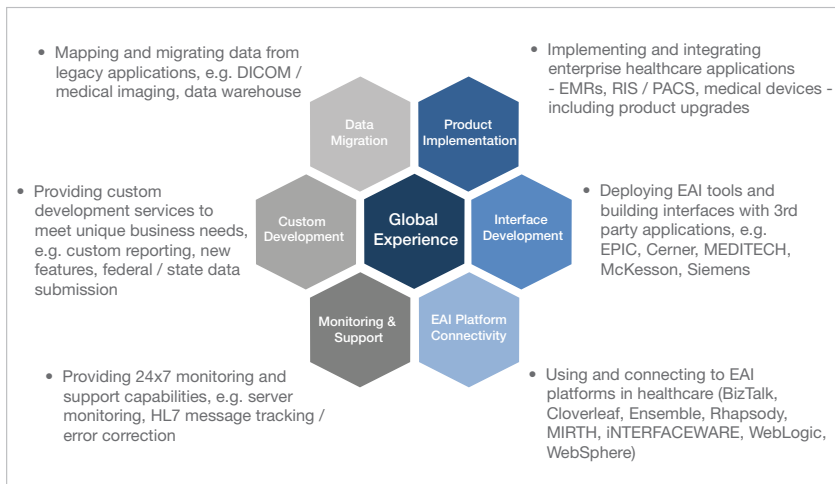
CitiusTech has a strong healthcare professional services practice to meet the needs of healthcare technology companies. Key features include:

**Comprehensive Suite of Services**

- Integration and Interfacing: End-to-end implementation at hospital sites, developing adapters for clinical integration and standards based interfaces using EAI tools
- Support and Monitoring: Monitoring server health and server cluster performance, tracking HL7 message load on interface engines and identifying feed errors messages on a 24/7 basis
- Customer Support: Support and training client teams in functional, technical requirements for maintenance of interfaces

**Healthcare Domain Expertise**

- Healthcare Interoperability: Expertise in EAI tools (Ensemble, JCAPS, Rhapsody, Cloverleaf, MIRTH, etc.) and healthcare standards (HL7, DICOM, FHIR, X12, XDS, PIX, PDQ, BizTalk, etc.)
- EMR Clinical Applications: Implementation and integration of hospital and ambulatory EHR and other clinical applications (EPIC, Cerner, etc.)
- HIE Technologies: Certified interoperability professionals for accelerated deployment and integration of HIE solutions
- Medical Imaging: Strong experience with DICOM, HL7, IHE to support RIS/ PACS deployment, workflow configuration, integration and training



CitiusTech Professional Services

## Healthcare IT Systems – CitiusTech Experience

CitiusTech has strong expertise in inpatient/ outpatient EHR and other clinical systems.

- Inpatient EMR (e.g. Epic, MEDHOST, McKesson, MEDITECH, NextGen, Allscripts, etc.)
- Outpatient EMR (e.g. eClinicalWorks, Cerner, Allscripts, GE, McKesson, Greenway Health, etc.)
- Ancillary Systems (e.g. Labs (Labcorp, Quest), e-prescription (Dr.First, Surescripts), etc.)

## Professional Services Partnership Models

### Dedicated Client Teams Partnership

CitiusTech builds dedicated professional services team for each of its clients. Teams are staffed on a long-term basis with high-quality professionals who have domain and technology expertise, specific to client needs. CitiusTech has a strong focus on training and knowledge management. Every team undergoes formal certification on client applications, EAI tools and healthcare standards.

### Solution Provider Partnership

CitiusTech signs up as a preferred partner with healthcare ISVs to support end-to-end application implementation and integration requirements. The model also includes working with the end-customer to provide post-sale enhancements, e.g., additional interfacing, custom reporting, etc.

### Special Apps/ Use Cases Based Partnership

CitiusTech partners with clients to develop apps and use cases on client platform, specific to market needs or end-user requirements.

## Highlights

- Experience in over 300 leading hospital and ambulatory technology platforms
- Largest team of HL7 certified professionals worldwide
- Lower professional service costs by up to 40%
- Preferred implementation partner for CommonWell Health Alliance

## Technology Expertise

**EAI Tools:** Ensemble, Rhapsody, Cloverleaf, BizTalk, Iguana, MIRTH

**Imaging Tools:** DVTK, DCMTK, ETIAM, eFilm, DICOMscope, VTK, Accusoft

**Healthcare Standards:** HL7 (V2.X, V3 and CDA), FHIR, IHE profiles (PIX/ PDQ/ XDS), clinical documents (CDA/ CD, QRDA), healthcare workflows, HIT standards, revenue cycle management, EDI, X12 (835, 837), ICD 9, ICD 10

**Technology Platforms:** .NET 4.5.2, SharePoint 2013, SQL Server, Oracle, 11g/ 12c, Java/ J2EE, C, C++

**Regulatory Agencies:** CMS, state and national registries, clinical quality reporting for Meaningful Use, NHIN, PQRS, ACO, PCMH, etc.

## About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to medical technology companies, providers, payers and life sciences organizations, with over 2,700 professionals worldwide. CitiusTech's services and solutions include healthcare software development, healthcare interoperability, regulatory compliance, BI/analytics, consumer engagement, care coordination and population health management. CitiusTech helps customers accelerate innovation in healthcare through a number of solutions and accelerators for clinical quality reporting, healthcare big data, cloud computing, mobile health and predictive analytics. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare clients worldwide.

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