

How to properly submit an online support request.



A STEP-BY-STEP GUIDE

Need fast support? Properly document the issue and include a patient example whenever possible.

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3 reasons why you should be as detailed as possible

1. GENERIC REQUESTS DO NOT GENERATE QUICK CALLBACKS.

Calls or online requests with limited information may get sent to the wrong department and create significant delays in support. Having to call clients to get more information on the issue can be incredibly time consuming as it often leads to multiple missed calls, voicemails and a game of phone and/or email tag. This means you may wait hours or even days before enough information can be gathered to resolve the problem.

2. EXPEDITE A RESOLUTION.

When you provide as much information as possible in your first point of contact with MEDENT, we can often begin troubleshooting the issue immediately. That means including a specific patient example, the name of the user who is experiencing the issue and the area of MEDENT where the problem occurred.

3. ELIMINATE TOUCHPOINTS.

When submitting a support request, the most valuable piece of information you can provide is a patient example. This can eliminate the need for multiple phone calls and emails. In fact, if a request is documented properly, we should be able to fix the problem without having to contact your practice!

Example of a proper support request



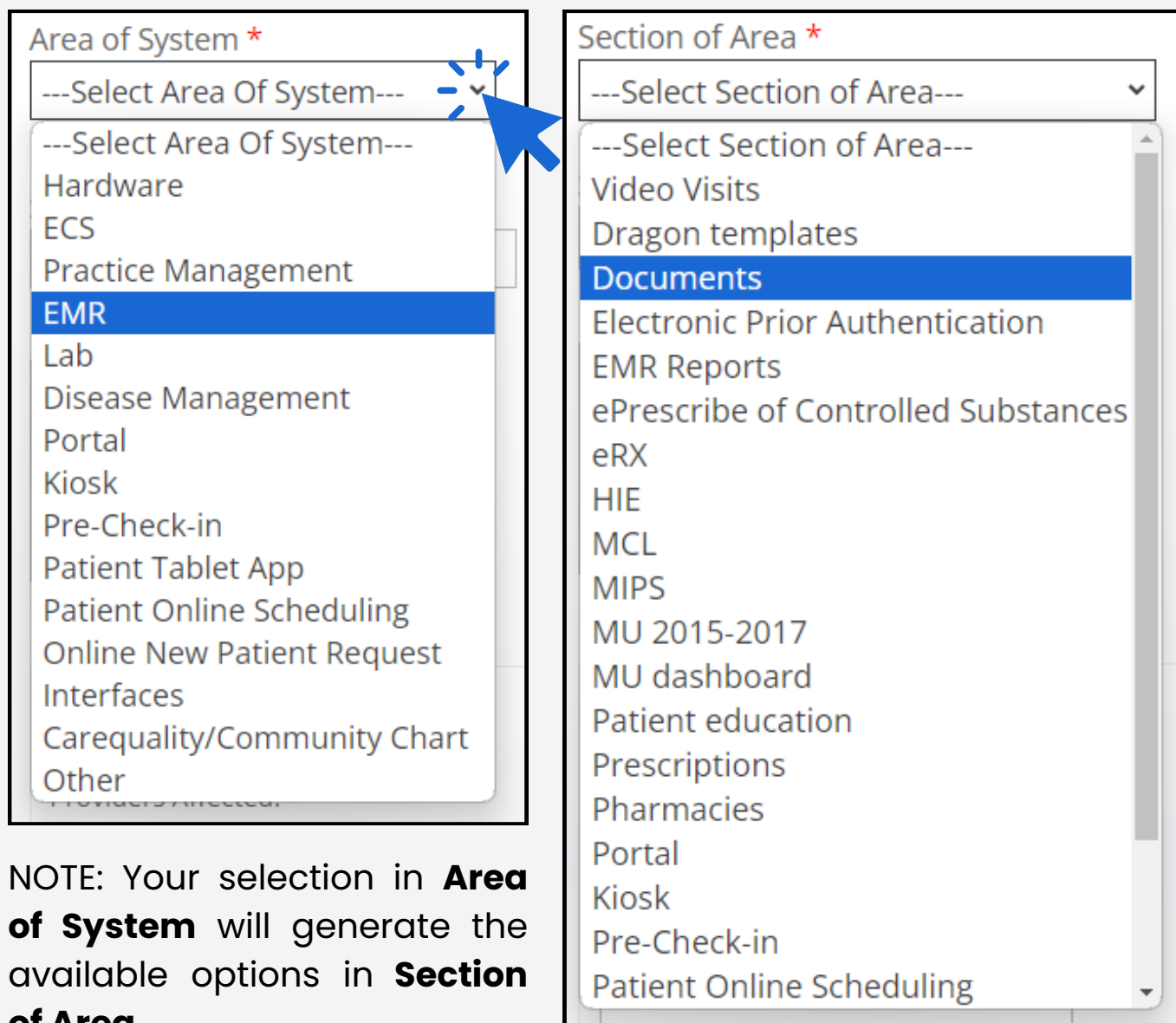
The following is a real support request that was submitted via our PHI-protected online support form in August 2023.

Create a Support case

To create a support case online, visit medent.com/support_access, enter your account number and click Continue. Then, complete the required fields in our secure form and click Send.

NOTE: PHI can safely be sent via this form! Please be as specific as possible with your request and include patient examples.

IMPORTANT AREAS OF INFORMATION



The image shows two dropdown menus side-by-side. The left menu is titled 'Area of System *' and has a blue arrow pointing to its dropdown arrow. The right menu is titled 'Section of Area *' and has 'Documents' highlighted in blue.

Area of System *	Section of Area *
---Select Area Of System---	---Select Section of Area---
Hardware	Video Visits
ECS	Dragon templates
Practice Management	Documents
EMR	Electronic Prior Authentication
Lab	EMR Reports
Disease Management	ePrescribe of Controlled Substances
Portal	eRX
Kiosk	HIE
Pre-Check-in	MCL
Patient Tablet App	MIPS
Patient Online Scheduling	MU 2015-2017
Online New Patient Request	MU dashboard
Interfaces	Patient education
Carequality/Community Chart	Prescriptions
Other	Pharmacies
	Portal
	Kiosk
	Pre-Check-in
	Patient Online Scheduling

NOTE: Your selection in **Area of System** will generate the available options in **Section of Area**.

IMPORTANT AREAS OF INFORMATION

Subject*

Office Notes

Description of Support Inquiry*

Nursing is deleting a med from the note and it is not removing in the system when completed. Please see example patient.

Be as detailed as possible in your description of the issue and include the user(s) who experienced the problem. Add at least one patient example when applicable.

This allows us to try to recreate the problem on our end prior to contacting your practice for any additional information.

Provider: *

☒ Not Provider Specific

Patients Affected: *

☐ Not Patient Related

How many Patients? Single Patient

Patient Examples (up to 5): (optional)

File Attachment: (optional - 8MB max)

(.png,.jpg,.jpeg,.pdf,.xls,.xlsx,.doc,.docx,.tiff,.tif)

Choose File

No file chosen

Why Details Matter!

WHAT WE SEE IN MEDENT SUPPORT

Did you know our support staff also use the MEDENT system? When we receive an online support request, a triage is automatically routed to the correct department so experts in that area can start to look into the issue immediately.

In this case, the online request generated a triage in **EMR Support** and a technician was able to pull up the patient account and recreate the issue that was being described.

FROM START TO FINISH

EMR Support received the triage at **1:27 p.m.** on August 1, 2023.

An EMR Support technician opened the triage immediately and was able to recreate the issue using the client's patient example and description.

The technician submitted the following response via email (the client's preferred method of contact) at **1:35 p.m.** the same day:

The med list you are referring to is "Current Meds prior to visit." This list is the medications the patient was on prior to any changes being made. It is not a list of Active medications.

If you would like to have this changed to active medications, let me know and I will get the changes made for you.

Examples of incomplete support requests



The following are real examples of requests that led to delays in support.

Incomplete Support Request

Section of System: Documents

Providers Affected: All

Patients Affected: Every Patient

Subject:

Pop up from Update done

Description of Support Inquiry:

There are pop ups during the Drs. visit with the patient and they would like to have them turned off please.

- EMR Support received the request at 7:36 a.m. August 3, 2023.
- A technician was unable to recreate the issue and the triage was forwarded to a second technician at 8:15 a.m.
- At 8:17 a.m., the second technician contacted the client via email (preferred method of contact) to ask what pop-ups they were referring to.
- The client responded at 10:40 a.m. to explain that "the pop ups are the Hedis measures that were turned on but we didn't want the pop ups to come in when someone was in there (sic) chart, only to populate the claims after the visits were complete."
- At 10:42 a.m. triage was forwarded to the Interoperability Department.
- At 3:58 p.m. August 9, an Interop technician attempted to contact the client via phone and left a voicemail.
- At 4:07 p.m. August 15, another Interop technician set auto-answer for two of the client's HEDIS measures. The technician then notified the client via email and concluded that the majority of their request could not be completed as most of the HEDIS measure popups cannot be set to auto-answer and turned off within the chart.

FROM START TO FINISH: 12+ DAYS

Incomplete Support Request

Problem Description: Having issues with the flowsheets

Patients affected/examples: [blank]

Providers affected: [blank]

- Reception received a call at 1:51 p.m. August 3, 2023 with very limited information. A triage was created and sent to EMR Support.
- An EMR Support technician called the client and left a voicemail at 4:42 p.m. the same day.
- At 11:18 a.m. August 7, a second EMR Support technician called the client and ended the call after being on hold for more than five minutes.
- At 2:26 p.m. August 8, a third EMR Support technician emailed the client the following:

We have tried to contact multiple times but have had no luck.

The following was submitted on 8/3, is this still an issue? If so, can you explain in detail what the flowsheet issue is?

> having issues with the flowsheets

- At 4:48 p.m. the technician received a response and replied:

Yes. We called on 8/3, 8/4 and were on hold for over 5 minutes yesterday. Did you not receive any of those messages?

You can submit the patient information using the link listed below or click here www.medent.com/support

The more detail you can provide, the better. Having something to look into helps avoid un-necessary phone calls.

- The client ultimately responded that the issue involved “the INR flow sheet” and involved two patients; they expressed concerns over providing the information via email. Our support technician referred her to submit the patient information using MEDENT’s secure online form.

FROM START TO FINISH: 5+ DAYS

Incomplete Support Request

Subject: When dr resigns his signature they are freezing

Problem description: they had this happen to 2 people so far

Patients affected/examples: [blank]

Providers affected: [blank]

- Reception received a call at 11:45 a.m. September 12, 2023. A triage was created and sent to EMR Support.
- At 9:05 a.m. September 15, an EMR Support technician contacted the client who reported the following issue:
dr is trying to re do his signature, because it shows too light in Medent on documents
- The technician concluded the following:
she said patients were not having an issue using the sign pad, but the 2 providers kept freezing up. he is in a different location today and will have him try to sign it there and if they have the same issue will call back.

FROM START TO FINISH: 3+ DAYS

WHAT SHOULD HAVE BEEN INCLUDED:

- Doctor(s) names
- Patient example
- Document name

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