

# Cerner Soarian/Invision Enterprise Application Support

## Applications Supported

### Enterprise

- Siemens RX and MAK
- Soarian Ambulatory
- Soarian Clinicals
- Soarian Enterprise Revenue Cycle Management
- Soarian ED
- Soarian Enterprise Document Management
- Soarian Portal
- Soarian Scheduling
- OpenLink
- Invision
- Invision PA
- Invision PM
- MedSeries4
- MS4 Clinicals
- MS4 Financials
- NOVIUS Lab
- NOVIUS Radiology
- Syngo Workflow
- Tibco Workflow and Rules

### Specialty & Workflow

- Document Management
- Emergency
- Enterprise Scheduling
- HIM
- Laboratory
- Pathology
- Pharmacy
- Revenue Cycle
- Surgery

## ROI Healthcare Solutions Expertise

To support our clients' migration to modern IT platforms, ROI offers extensive knowledge and expertise in managing, delivering, and supporting legacy applications and systems.

ROI's team members bring decades of hands-on application experience within healthcare, contributing to smooth transitions to new IT platforms. Throughout this process, ROI strives to be more than just a consulting provider. We act as a partner and an extension of your team, taking care of the old while you transition to the new.

## Cerner Soarian/Invision Offerings

### Overall

- Program Management
- Project Management
- Change Management Stabilization
- Domain Maintenance
- Standardization Strategy
- EHR Migrations
- Regulatory & Compliance Reporting
- Meaningful Use

### Soarian Legacy Support

- Network Support – Desktop, WAN, LAN
- Application Support – Clinical, Patient Access & Scheduling, Financials, HIM/EDM
- Help Desk Support

- Interface & Integration Support – SIEV Monitoring, Open Link and other Interface Engines, EDM Job Queues, Job Schedulers
- Regulatory & Quality Maintenance
- Data Conversion Planning & Testing
- Reporting Support – Workflow & Rules
- Pharmacy, Laboratory, Radiology, Care Plans
- Upgrade Support Management & Dictionary Maintenance
- Financials – Contract Maintenance, Scheduling Support, General Ledger
- Third Party Application Support



# Legacy Support Services

## Support Services

- 24x7 End-to-end Ops Support
- Full On-call Support
- Primary PoC & Liaison
- Break/Fix
- Production Monitoring, Scheduling, Troubleshooting
- Routine Maintenance
- Implement Regulatory Updates
- Decommission Plans
- Downstream Application Testing
- Performance Reporting
- SLA Measurement & Reporting
- Project Management

## Implementation Services

- Project Management
- Optimization Assessments
- Implementations & Upgrades
- Integration Services
- Staff Augmentation
- Regulatory Compliance

## Detailed Methodology

### Project Management

Discovery	Plan	Staff	Manage	Conclude
<ul style="list-style-type: none"> <li>• Confirm Executive Sponsors</li> <li>• Requirements Definition</li> </ul>	<ul style="list-style-type: none"> <li>• Legacy Support Timeline</li> <li>• Finalize Scope</li> <li>• Define Program Management</li> <li>• Finalize Resource Needs</li> <li>• Define Onboard Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Begin Program Management</li> <li>• Recruit &amp; Screen Candidates</li> <li>• Interview Candidates</li> <li>• Execute Hiring</li> <li>• Onboard &amp; Transition</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing Management</li> <li>• Reporting</li> <li>• Regulatory &amp; Maintenance</li> <li>• Integration</li> <li>• Data Migration &amp; Conversion</li> </ul>	<ul style="list-style-type: none"> <li>• Closure</li> <li>• Decommission Plan</li> <li>• Turnover Plan</li> <li>• Documentation</li> <li>• Final QA</li> </ul>

### Continuous Resource & Project Evaluation

## The Return On Your Investment

ROI Healthcare Solutions, founded in 1999, is a national healthcare IT consulting firm that partners with its clients by bringing leadership, resources, project management, and proven methodologies to prepare them to perform at their clinical, financial and operational best. Our focus is to help our clients effectively integrate technology, people, and processes for optimal adoption, utilization, and business impact. We're here to help your organization connect and create healthcare information systems that work.

**Contact us today to learn more.**



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