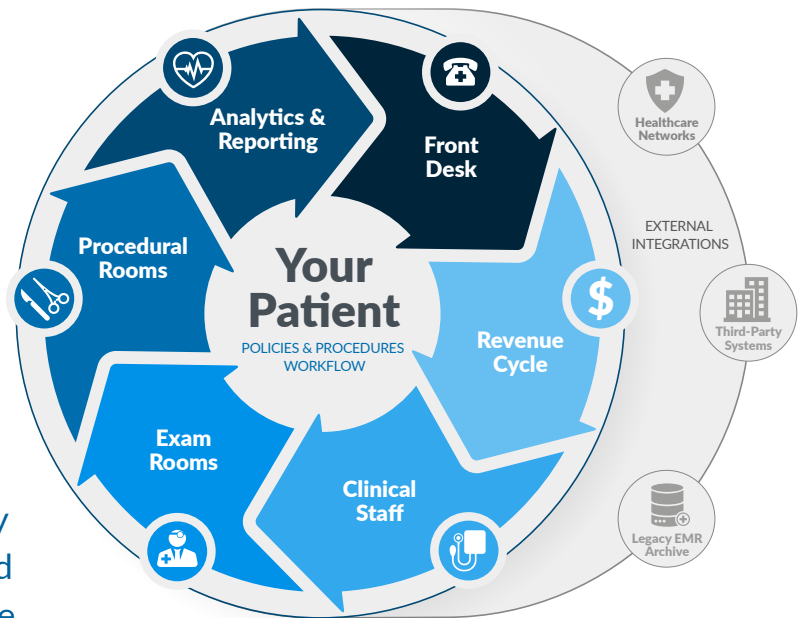# Epic® Community Connect®

Flagship Networks simplifies & supports your information technology so you can focus on your practice & patients

Flagship Networks partners with health systems to ensure the smooth roll-out of Epic® Community Connect® through their network and provide you with post go-live service support as well as options for on-going IT services.

With extensive experience serving physicians' practices, Flagship Networks understands practice workflows, technology, and business IT challenges.

Seamless Implementation
Flagship coordinates all phases of the Epic Community Connect implementation with vendors, healthcare organizations and provider staff. Our experienced technicians understand how to identify, acquire, implement, and support the required technologies.

Streamlined Solutions, Reduced Costs
We simplify the process and reduce costs of working with a variety of IT providers. Focus on your practice instead of wasting time learning this complex, multi-step process. We minimize your risk by migrating processes and application functions to work within your operations.

Proven Healthcare IT Solutions
Flagship offers a healthcare-specific IT team that works as a high-performing IT partner for your practice. Our HC delivery team is composed of senior experienced leadership and engineers that have hospital and ambulatory system experience. We also have a service desk staff to support our healthcare practices.

Technology Professionals
Flagship Networks' team implements new technologies, supports existing systems, and provides a skilled team should problems arise with any of your healthcare solutions. We partner with healthcare systems, so you can concentrate on utilizing the technology for clinical and business purposes.

PHASE I
The Assessment

We look at your current environment for problems and challenges, as well as to the future, so that you can best meet your strategic business goals. Interim statuses and findings are provided throughout the assessment.

Engineer-led gap analysis to determine readiness using technical assessment tools to fully evaluate your information technology, policies & procedures.

Epic Community Connect requirements and recommendations compliance assessment of IT hardware and security infrastructure (e.g., firewalls, encryption, authentication, etc.).

Recommended remediation options are provided along with estimates of the financial budget impacts for each option.

Determine Capital Leasing needs, and provide options as needed.

PHASE I	PHASE II	PHASE III	PHASE IV
Assessment	Technology Procurement	Implementation, Testing, Training	Ongoing Support

PHASE II
Technology Solution Procurement

Get all your IT supplies from one vendor: workstations, monitors, scanners, printers, mobile devices, cameras, signature pads, network connectivity, security, and more.

Leverage Partnerships. We work with leading technology vendors to provide and implement necessary technology at affordable prices.

Technology Procurement. Rest assured that everything will meets Epic's strict technology requirements for initial implementation and ongoing operation, your healthcare system's recommendations, and the needs identified by your Phase I technology assessment.

PHASE III
Implementation, Testing, Training

Flagship coordinates all phases of Community Connect implementation requirements with vendors, healthcare organizations and provider practice staff.

- **Conduct system implementations** and configurations.

- **Test connection** to Epic Community Connect and third-party integrations.

- **Configure Epic** user accounts.

- **Deliver** Epic training and production environments.

- **Train staff** on using the new technology and workflow.

- **Conduct final dress rehearsal** and validation.

PHASE I	PHASE II	PHASE III	PHASE IV
Assessment	**Technology Procurement**	**Implementation, Testing, Training**	**Ongoing Support**

PHASE IV
On-Going IT Services

Post Go-Live Support. Flagship is contracted to help you with post-go-live hardware support. We provide a fully integrated service desk for on-going troubleshooting and support. Our ongoing services ensure continued success and the stability and security of your IT environment, customized based on your needs.

Choose Your Level of Service

Full Managed	Hybrid/Co-managed	Recommendation Reports
Your trusted IT provider. You get a dedicated account management and technical team to fulfill all your needs.	Extended support to work collaboratively with your own IT team. We fill in where you need it most.	The support you need to execute on recommendations from our assessment. Nothing more.

Services Include:

- Patching computers
- Interactions with other technology
- Managing IT business continuity

- Security Updates
- Emergency changes
- Epic updates
- All other IT support issues

The Flagship Difference

Our experience working with physicians' practices over two decades makes Flagship uniquely qualified to understand and help you address your business IT challenges.

- **Understand your practice.** We have expertise in practice workflows and technology, and we know how to optimize both.

- **Epic Community Connect Experience.** Our dedicated account and technical teams are trained and experienced with the Epic and the Community Connect offerings.

- **Workflow and Technology Expertise.** We support provide testing and evaluating technology to support Epic Community Connect.

- **Provide financial value.** We increase your efficiency and save money. YOUR money.

- **One-stop shopping.** Our solutions integrate technology and operations to meet your business and regulatory objectives.

- **Proactive support.** We anticipate your needs by staying informed on healthcare trends and regulations to help you plan for the future.

- **Provide practices insights.** Our reporting provides transparency into project progress and expenses, while we identify new opportunities.

- **Always available when you need us.** We align to the operating hours of your business.

Contact Flagship Networks for a free consultation to remove the challenges of integrating your healthcare network and managing your IT

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FLAGSHIP
NETWORKS

Business IT Challenges. Solved.
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