

# Two-Week Satisfaction Guarantee



## THE PIVOT POINT PROMISE

**Relationships, reliability and results have always been the core of our culture—and our promise for the future.**

**We stand by our company culture with The Pivot Point Promise, a two-week Satisfaction Guarantee.**



If a Pivot Point healthcare IT consultant fails to meet your expectations—you don't pay! All we ask in return is that you provide Pivot Point Consulting a written notice within 15 days from the start date of the contract.

## TWO-WEEK SATISFACTION GUARANTEE

Our two-week guarantee is a promise to be your trusted healthcare IT partner. We deliver the service your organization demands. Customer satisfaction is job #1—expectations are exceeded every day.

**We are confident in every one of our healthcare IT consultants. Bottom line—if you are not fully satisfied, we fix it.**

**RELATIONSHIPS.  
RELIABILITY.  
RESULTS.**

 (800) 381-9681  
 (847) 379-5754

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 [pivotpointconsulting.com](http://pivotpointconsulting.com)



## SERVICES

Project Management & PMO  
Implementation  
Optimization

- Clinical
- Revenue Cycle

LIVESite

- Training
- Go-Live Support
- Chart Conversion / Abstraction

Strategic Advisory

- Advisory & Strategic Planning
- Value-Based Care
- Population Health
- Clinical Transformation
- Revenue Cycle Improvement
- Privacy & Security

Legacy Support  
Remote Consultants  
Permanent Placement

## PRACTICES

Epic  
Community Connect  
Cerner  
Siemens  
AllScripts  
MEDITECH  
McKesson  
GE Centricity  
eClinicalWorks  
NextGen  
CPSI  
MedHost  
Athena  
Facets

## RELATIONSHIPS. RELIABILITY. RESULTS.

### OUR MISSION

To exceed expectations in providing excellent service, unexpected quality and outstanding value, for our client partners and employees.

### OUR VISION

To be the partner of choice for healthcare organizations and consultants by building strong relationships, providing reliable solutions and resources, and always producing outstanding results for our clients. **Relationships. Reliability. Results.** It's who we are.

### OUR PEOPLE

We believe that our most important asset is our client reputation and the key to building that reputation lies with each and every employee. We attract and retain the best and brightest employees by providing exceptional wages and world-class benefits. And our retention rate is among the highest in the industry—96.4%. Learn why we are recognized as one of the best places to work and one of the fastest growing consulting companies.

Ranked #1 in KLAS for Epic Consulting 2016, Select Category



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