Your One-Stop eCW Support Shop.

We Architect and Deliver Strategic Managed Service Solutions.

We understand the complexities of an EHR, and we're here to help you get the most out of your investment. Whether you're struggling to support your eClinicalWorks (eCW) end users on a first call basis or need application build and configuration/optimization assistance – we offer a cost effective and highly responsive eCW application support model backed by industry standard service levels.

We have one mission… To give you your time back so you can focus on providing quality patient care.

Pivot Point can Help.

Our eCW experts are prepared to step in at any stage in your journey. With system and operations experience in all aspects of clinical and revenue cycle management workflow, we understand your challenges and know what it takes to get things done.

From eCW first call support to system build & optimization assistance, we've got you covered.

Tier I	Tier II
End-User Helpdesk Assistance on Workflow Related Issues Not Requiring System Build	**Escalated eCW system break-fixes, service requests, & Optimizations**
System Access Request	EBO Reporting Support
End-User Password Resets	Query Studio Inquiries
'How-to' Troubleshooting and Navigation	Monthly MIPS Review
Scheduling Adjustments	Healow Portal Build
Front-end Changes	Structured Data Build
Favorites Lists	Custom add-on Support and Build
Templates and Macros	Population Health Tools
Flow Sheet Assistance	eMessenger Support

Relationships. Reliability. Results.
Get in touch today. pivotpointconsulting.com | 919-667-4821