
RemedyMD Support Processes

We ensure high-quality products by designing our products well, reviewing each others work, training our staff, creating standards where necessary, and thoroughly testing our products. On occasion, you have a question, recommendation, or problem. We want to hear from you so that we can make you delighted with your decision to do business with us and to help us improve our products. We designed our support system to respond to our customers in a timely manner.

Our Support Policy

If you or one of your patients is having trouble using our system, we resolve the problem quickly, at no extra charge.

We resolve most problems within 24 hours and we respond to all e-mails and phone calls within 12 business hours of receiving them.

If a critical problem is not resolved within 24 hours we will contact the customer by phone or email every 24 hours with a status update and an estimated resolution date.

You have these ways of communicating with us:

- E-mail us at helpdesk@remedymd.com. Please describe the problem you are having in detail. The more detail you provide us, the faster we can resolve your problem. Please indicate your user name and other pertinent information.
- Call us at 1 (877) 736-3399.

We encourage you to report issues. We rather you tell us your perception of our problems than keep it a secret. Only when we know what you think can we do something about it.

When you report an issue, we create a ticket to track your issue. If we cannot resolve your problem immediately, then we escalate the problem to the appropriate party. You can track your outstanding issue using the ticket number we provided you or we can provide you a list of outstanding tickets for your company.

At RemedyMD we believe in resolving the root causes of the problems that our customers experience. If you encounter a problem, we not only fix your problem, but we also strive to resolve the underlying cause. You can think of this as not only fixing a customer's flat tire, but also repairing the pot-hole that caused the flat tire.

Issue types

At RemedyMD we handle these types of issues that our customers report:

Type	Description
Defect	When the product fails to conform to requirements or functional specifications as defined by the product manager. If the product has done something or is supposed to do something - and that no longer works, then that is treated as a defect.
Enhancement	A suggestion or recommendation for new functionality in the product. Our product managers review proposed changes and decide whether or not to include that into the product. Once an enhancement is accepted it is then placed into our development schedule and the new feature is added as part of one of our scheduled product updates. If our product managers do not accept a proposed enhancement, you can request a customization to your version.
Customization	A change specific to your site. A customization can be any change that you want to your site. To request a customization talk with, or write to, your Account Manager, who will then write out the project requirements and submit them to Professional Services who provide a quote.
Question / Training	<p>The helpdesk is available to help with questions and issues. Your Account Manager can schedule additional training if one of your staff missed a training session or is having problems and would like additional training. The helpdesk can also forward requests for training to your Account Manager.</p> <p>Our Training team maintains end-user documentation. You can access this documentation by logging into the system and going to the Help Menu and following the link to our training site. We strive to have documentation for every part of our system. While we strive to make the site as intuitive as possible, we have found that having documentation available helps train new users and shine a light on new functionality that you may not have noticed yet.</p>

Issue escalations

Who are the different support groups at RemedyMD?

Group	Description
Helpdesk	<p>Helpdesk is the front-line for Support. The Helpdesk will handle all incoming problems and troubleshoot the reported issue. If the customer wants a customization or needs additional training they will be referred to their Account Manager. They will document product feedback and escalate enhancements to the Product Managers. If there is customer-specific feedback then they will forward that to the Account Managers.</p> <p>The Helpdesk can resolve most incoming problems, but if they cannot immediately resolve a problem they will escalate the problem to the appropriate team.</p> <p>Once a problem is resolved the Helpdesk will test to verify that the problem has been resolved and then will communicate with the customer.</p>
Account Manager	Your Account Manager is your personal representative here at RemedyMD. They can prepare the paperwork necessary to make any changes to your site, and they are the go-to person for any questions regarding your contract or invoices.
Professional Services	Professional Services works on billable projects. If you want a customization to your site, then this is the group that would implement the requested changes. If there is a defect in one of their customizations, then any issues would be escalated to them.
Training	Additional training can be scheduled through your Account Manager. The trainers conduct the initial on-site training and are available for scheduled web-trainings. They are not normally involved with defects, but they will report any problems to the Helpdesk.

Issue priorities

Priority	When to use it	How we respond
Critical	This issue is making your system unavailable, unusable, or presenting a data privacy concern.	Respond immediately (dropping whatever we are assigned to work on) and work around the clock, if necessary, until the issue is resolved or a workaround is accepted and the priority reduced. We deliver the changes, if any are needed, as an emergency release (release of code or configuration objects that have not passed our rigorous 5-day release process).

Priority	When to use it	How we respond
High	This issue is causing a serious work stoppage for you. Your site is still usable, but the issue is preventing you from accomplishing a business critical task and there is no workaround.	Within 12 business hours we communicate to you the expected resolution date, usually in the next release (we release montly). We resolve all high defects before their due date.
Medium		
Low		

Release process

The RemedyMD products are web-based applications that run on our servers, but are available for you through the web browser on your computer. From time to time RemedyMD updates it products with new features or corrections. These updates are available to you immediately with no effort on your part.

RemedyMD releases new features and fixes for defects through our rigorous release process. Before releasing a change, we run thousands of automated tests and spend days manually testing the product to ensure that it contains no defects.

After the product successfully passes our release process, we release it to production and make it available to you. We notify you in advance of the upcoming new version including the new features and defect corrections that are included. We also provide training documentation so that you are able to train your staff and take advantage of new features immediately.

Unfortunately, there are times when a defect causes a problem so critical that it cannot wait to go through our normal release process. For these exceptions we have a process in place to push critical fixes to you. These fixes have not undergone our rigorous release process. We take every precaution to ensure that we do not introduce defects or regressions during the accelerated release process.

The risk involved with an emergency release has to be balanced when trying to resolve problems you report. If a fix has been identified we include it with the regular release testing. If appropriate we release fixes to Critical and Urgent defects ahead of the next scheduled release.