

customer

SUPPORT



How do I reach the HMS Customer Support Center?

Phone: 866.355.1HMS (1.866.355.1467) Local: 615.386.2400

Fax: 615.386.6668

Submit Request Online: calltracking.hmstn.com

Email: support@hmstn.com

Registered Services: www.hmstn.com/rs

**Email and faxes are supported during normal business hours.*

What menu options are available when calling?

1 Patient Accounting, Admissions, Medical Records or Billing Systems

- 1 Billing, Electronic Billing, Admissions, Census or Dayend/Monthend
- 2 Business Office, Cash Posting, Charge Posting, Collections, Balancing, Contract Management, Logs, or Clinic Menu
- 3 Health Information Management, Medical Records Transcription, or Digital Patient Record
- 4 State Reporting, Outcomes Reporting, Call Management, Referral Tracking, Home Health, or other Patient Accounting support

2 General Financial Systems

- 1 Accounts Payable or Materials Management
- 2 Payroll, Human Resources, or Time and Attendance
- 3 General Ledger, Fixed Assets, EIS, or other General Financial support

3 Clinical, Clinical Interface, Scheduling, or Ambulatory EHR Systems

- 1 Order Entry, Lab, Results Reporting, Radiology, Faxing, Transcription and Print Monitor
- 2 Pharmacy, EMAR, Patient Care and Clinical View
- 3 Clinical Interfaces
- 4 Scheduling, Outreach Scheduling, OR Management
- 5 Ambulatory EHR or other Clinical support

4 IBM System i and Peripheral Technical Support, DesktopASP for eHealthcomputing, Registered Services, or HMS Website questions

- 1 IBM System i and Peripherals
- 2 DesktopASP for eHealthcomputing
- 3 Registered Services or HMS Website
- 4 All other Hardware support

5 Scanning, Archiving or Viewing

- 1 Patient Accounting Archiving or Viewing
- 2 General Financial Archiving or Viewing
- 3 Clinical Archiving or Viewing
- 4 Scanning Peripherals

6 New Release (new release questions or to schedule an installation of a new release)

When is the HMS Customer Support Center Staffed?

Peak Hours: Monday - Friday 7:00am - 7:00pm (CST)

Off Peak Hours: Sunday - Thursday 11:00pm - 7:00am (CST)

How do I obtain emergency after hours support?

- 1 Call 866.355.1467
- 2 Leave your name, facility name, client # and phone # and a brief description of the reason you are calling.
- 3 An HMS Application Support Analyst will return your call within 30 minutes.