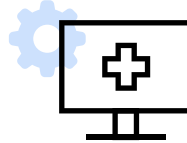


# Implementation

## Our Team



Dedicated  
Project  
Managers



Implementation specialists with  
deep IT, oncology nursing, and  
oncology billing experience



Expert  
Data Interface  
Engineers

## Our Process

### 1. Pre Go-Live

- Conduct consulting discovery to understand workflows, pain points and organizational goals
- Review and test clinical content build for accuracy
- Scope and complete clearinghouse agreements for claims and remits
- Drive successful workflow and integration testing using network best practices
- Prepare users for successful go-live with in-depth training sessions

### 2. Go-Live

- Provide dedicated support and issue management
- Ensure optimal up-time with cloud-based technology

### 3. Post Go-Live

- Respond quickly to fixes and upgrades
- Conduct follow-ups to inspire continuous innovation
- Provide access to a self-service help center as well as full service phone and email support, including 24/7 emergency assistance

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“From initial planning through go-live support, we were extremely impressed with the Flatiron team’s expertise and dedication to our success. EMR implementations are never easy, but they were there to support us through every step. We couldn’t have done it without them!”

Shonda Clements  
ASSISTANT CLINICAL DIRECTOR,  
VIRGINIA CANCER INSTITUTE