



NDoc Software® Solutions Services and Support Overview

At Thornberry, we provide training, professional services and ongoing support to maintain your investment. First, we provide you with personalized training that aligns with your business processes. Secondly, we support you with professional services with the implementation of the solution by setting up your database, price tables and other custom data features. Lastly, we provide support to answer your questions and provide guidance using NDoc® to enhance your experience.

Thornberry is your partner for ongoing support, services and training every day at any time. The NDoc Customer Support team is here to serve you and your business needs to make you successful.

Commitment to Your Business – Professional Services – Training - Support

Professional Services

Professional Services address all aspects of the product implementation for new clients to ensure complete satisfaction. Our mission is service excellence. Our Professional Services Managers are Subject Matter Experts (SME) home health clinicians that ensure that the expertise and technology you need is provided to you. Setting you up for success is just the beginning.

Our approach is to offer a comprehensive suite of services and be with you every step of the way. Thornberry continually improves processes, so we are always finding new and better ways to support you in your business. Planning and implementing an agency management solution can be a significant task. Our Professional Services consultants help you succeed by unlocking the power of our solutions and providing you with the greatest value from your investment. Our experts provide the strategic guidance and hands-on expertise you need to make your initiatives a success.

Services provided are:

- Implementation Support
- Project Management
- On-site Training
- Ongoing Training
- Software Maintenance and Support
- NDoc® Customization
- Management Consulting Services

Rapid Deployment Implementation

Jump start your implementation project with services that capture your unique organizational requirements. A Professional Services Manager will create a roadmap to accelerate the implementation process and your business procedures. This service is a customized scope of your end-to-end implementation needs.

Implementation Project Management

The Professional Services Manager directs the overall implementation project with resource allocation, timelines and milestones. All the aspects of implementation are covered and guided by the Professional Services Manager for coordination of training, testing, materials fulfillment and follow up. You will have peace of mind and confidence that the implementation meets all your timelines and requirements.

Training

Get the most out of your NDoc Software® investment with training. Thornberry has a knowledgeable training team that has first-hand experience in clinical and billing management in addition to transferring knowledge based upon adult learning principles.

Thornberry is committed to your continuing education and success. We offer free webinars monthly with courses that enable you to get the most out of your investment, learn best practices and learn from experts in the industry. The webinars are facilitated by the NDoc® training team in addition to our partners and industry thought leaders. Course topics include new product features, integration with other applications, as well as a Questions & Answers segment to learn best practices from your peers.

Choose the training delivery method that best meets your needs:

- **On-site training** – our education team will come to you. There is no limit to the number of staff members that can be trained and this enables you to be trained in your real-life business situation.

- **Online, instructor led training** – real time, live training delivered via webinar. Just login and learn!
- **Just- in- time training** – download recorded eLearning tutorials for the information you need when you need it. Sharpen your skills or receive guidance in your unique business situation.

Benefits of NDoc® Training:

- Manages employees’ professional growth and educational progress
- Promotes new employee independence and reduces learning curve
- Increase your NDoc® system’s knowledge to optimize NDoc® in your business

NDoc offers the latest in instructional blended eLearning concepts for cost effective and high-quality educational solutions. Through the use of a focused, individual delivery approach, Thornberry enables you to select the training style that works best for you and your staff. The result—a powerful and comprehensive educational offering proven to increase learning comprehension and retention.

NDoc Library®

The NDoc Library offers courses for you and your level of usage. NDoc Library® employs the use of FASTForms which are guides to specific NDoc® functions with step by step procedures to support your learning objectives. These guides include **Frequently Asked Questions**, a place for **Agency Notes**, a **Summary** of the function that includes screenshots and a **Troubleshooting** section.

“Intro to NDoc” course offering helps you understand how to use NDoc in your specific home health or hospice business with an in-depth review of setting up and customization, navigation of NDoc® with basic functionality that includes reporting.

“A Day in the Life of a Clinician” course walks learners through "a day in the life" of a clinician using NDoc®. Learn how to stay informed and updated on critical patient information as well as on outstanding tasks they may need to accomplish; how charting an assessment triggers patient problems, which in turn creates a Patient-focused Care Plan; and finally how to make other entries in the record such as adding Medications or Orders.

“Intro to Problem Logic” course provides an overview of the process that automatically creates a customized problem-driven patient care plan within NDoc® as well as how to manage the care plan throughout the episode of care.

“Intro to Medications” course provides an overview of managing medications within NDoc®. Learn how to add medications, discontinue or change medications, as well as how to access drug information.

“Intro to Orders” course provides an overview of managing physician orders within NDoc®. Viewers learn how to add orders, as well as how to discontinue or change orders.

“HH CAHPS: Strategies to Improve the Patient Experience” course helps providers to reinvent the way they can deliver a better patient experience while being compliant. Learn implementation strategies of how to reduce unnecessary care, ER utilization, hospitalization, while optimizing symptom management with measurement tools.

“Manage Your Agency with Better Use of OASIS” course helps you to learn how to address the challenges of identifying, tracking and reporting of OASIS results for optimized reimbursement and improved outcomes. Learn best practices of patient assessment scores with the tools that allow mid-course corrections, delving into episodes in progress and true episode performance. Learn preparation techniques for ACO negotiations, how to audit for RAC or ZPIC reviews, including readiness with the information needed to measure patient outcomes.

“Delivering Quality Care – A Clinical Approach to Wound Care Management” course helps you learn the clinical approach to wound care management for home healthcare providers to identify, assess, intervene and monitor to deliver quality care. Learn best practices of how to implement a home care practice model for total wound care management.

“Telehealth Best Practices – Use Your Data to its Fullest Potential” course helps you learn how to examine and action the data your homecare agency collects. Learn what the data means to your patients related to risk factors, top diagnosis, trends in care delivery and needs assessment. Identify trends in your agency of delivering Plan of Care (POC) and areas to improve.

Support Services

We will be with you every step of the way during the implementation and training sessions, to ensure there are no outstanding issues or concerns prior to your go-live date. After you go live with NDoc®, we will continue to provide you with the same high level of support and service, when you need it.

Allow Thornberry to go beyond your expectations. Our goal is to delight you and deliver 100% satisfaction. The Thornberry Customer Support Team delivers ongoing support that includes expert industry knowledge of practices, systems and tools to help you be more successful. We help you get back to business faster.

Thornberry Customer Support is dedicated to helping our customers succeed on all fronts to get the most value out of NDoc®, for your users and overall business. Thornberry Customer Support provides expert-level customer support, best practices, guidance and administrative knowledge to meet your agency’s needs. Thornberry Customer Support is designed to provide maximum value, a collaborative partnership and personalized services.

Thornberry Customer Support representatives are among the most knowledgeable billing, reimbursement, and clinical experts in the industry and are ready to tackle your toughest challenges. Our qualified representatives have firsthand experience in home health management to answer your questions and resolve problems. You can expect an in- depth triage to determine the best action plan for quick resolution.

To meet all your needs, Thornberry offers several multichannel support offerings that provide expert-level customer support, advanced Web tools, best practices, and administrative knowledge to meet your business needs. Thornberry provides access to the appropriate resources to help you effectively manage your business and stay ahead of your competition. Thornberry is dedicated to helping you increase your staff’s productivity and satisfaction to maximize the benefits you can achieve with NDoc’s solutions.

Thornberry Customer Support includes:

- Multichannel support via web, email, and phone support
- Online help 24/7: Around-the-clock access to an online collection of documents that answers the most commonly asked support questions
- 10/5 live support, 24/7 emergency support
- No limit on the number of cases that can be submitted
- 24/7 web support
- My NDoc is your customer portal to manage your support requests, product enhancement requests, training schedules and eLearning modules with product documentation and releases.

Software Release Updates

Thornberry releases monthly product upgrades. Each product release cycle includes training via webinar and job aides needed for understanding the new features and functionality.