



After Hours Support Policy

Occasionally, ExitCare customers require technical support outside our normal business hours of 8:00 am to 5:00 pm Central Time. To be more responsive to our customers, we now offer after-hours support.

If your ExitCare system is down, please try rebooting your workstation. Over time, this has proven to solve over 90% of software issues. If you are not receiving patient information through your interface, please call your internal IS support and ask them to check the status of the ExitCare MQI Importer, and restart if necessary. Please note that while the interface between ExitCare and the registration system may not be working properly, the underlying ExitCare program will function if you will manually type in the patient information until the services can be restarted. Having to manually enter demographic and physician data does not constitute an emergency call, and will be billed at the rates specified below.

You can access after hours support by calling the technical support number (800-694-6669 extension 2). If you leave a message after hours, our on-call support technician will be paged. Please make certain to leave your name, facility name, a brief description of the problem, and a contact number. We generally try to return pages within 30 minutes, but if the technician is out of range or unavailable, the wait could be up to 2 hours, or more. Please note that we will **NOT** be able to assist you with some problems unless someone from your internal IS support department is available to provide us with access to your ExitCare server.

COST: There is no cost if the call is deemed necessary by the support technician. If the nature of the call is:

- 1) General use questions (I forgot how to), or
- 2) No issue is found, or
- 3) Patient Import System is down, BUT the ExitCare program is still running and can still print instructions with manual entry of data, or
- 4) You are calling on a version of ExitCare that is older than the most current release, and the release/update from the prior quarter, or
- 5) Other non-emergency issues, then

there will be a \$50 support call charge for each non-emergency call.

ExitCare is committed to providing you superior customer service. If you have any questions, please call us at (800) 694-6669.