



Customer Support: Our Claim to Fame.

Customer Support is the heart of CareFacts. Our knowledgeable staff of professionals have expertise in the clinical, financial, and technical aspects of the home care, hospice, and public health industries. Live support staff answer your calls, and your concerns are passed on to the appropriate resource as soon as possible. As the regulatory and reimbursement environment evolves, we assist you through the process so that you can continue to deliver the best care possible while maintaining the operating margin you need. Many of our customers report flawless surveys and attribute much of their survey success to CareFacts software and support.

CareFacts Information Systems

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ROUTINE CUSTOMER SUPPORT ACTIVITIES

- Special attention during surveys to help with unexpected surveyor requests
- Feedback about the latest regulatory and reimbursement requirements
- Assistance setting up and managing the accounting requirements for new business units
- Assistance applying ongoing software developments that meet the latest regulatory and reimbursement requirements
- In-depth assistance with management issues and reports is available at additional expense through CareFacts Professional Services