



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 public health, home care and hospice industries. Live support staff answer your calls, and your concerns are passed on to the appropriate resource as soon as possible. Our development and clinical staff has over fifteen years of experience implementing the Omaha System in a software application and are able to facilitate innovative approaches in supporting and measuring the success of public health programs. Our customer agencies attribute much of their success in justifying program funding to CareFacts software and support.

CareFacts Information Systems

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ROUTINE CUSTOMER SUPPORT ACTIVITIES

- Assistance setting up and managing the accounting requirements for new programs
- Assistance applying ongoing software developments that meet the latest regulatory and reimbursement requirements
- Over one hundred reports available to use and configure to allow you to analyze your data and easily share it with others
- In-depth assistance through our Professional Services staff for system configurations and flexible reporting alternatives to ensure workflow efficiency and maximum productivity