



Capsule
Professional Services
Maximize the Value of Your Solutions



Capsule Professional Services are as vital and valuable a component of a Medical Device Information System™ (MDIS) project as the hardware and software itself. Highly trained and experienced, the Capsule Professional Services team can help hospitals implement a system to meet their goals effectively and efficiently. They provide technical leadership and guidance throughout the entire project to ensure optimal results, while educating your team on how to manage their Capsule MDIS in-house for maximum flexibility and productivity.

MDIS: At the Intersection of Medical Devices, IT and Clinical Workflow

MDIS is unique because it sits at the intersection of devices, IT and clinical workflow and involves collaboration among multiple hospital departments to establish goals and build and maintain optimal workflows. Capsule Professional Services brings leadership and experience to help manage and monitor all hospital staff involved in a project to make it a success. The team draws upon a proven methodology to provide clear role definitions and a timeline for participation. A hospital's partnership with Capsule's Professional Services continues even after MDIS implementation is complete for ongoing system maintenance and a range of other services.

“ The Capsule team provided great support and educational instruction during the implementation process. They were very responsive to all of our questions and provided very quick turnaround on all requests. ”

- Katie Buchanan, RN, CRNI, Epic Medical Device Integration
Project Coordinator, Houston Methodist Hospital

People Matter, Experience Counts

The highly trained Capsule Professional Service team has broad experience managing more than 2,200 hospital MDIS implementations, both large and small, since 1997. With a strong background in system design and clinical workflow, the team can confidently navigate the nuances of building the optimal system for virtually any hospital. Whatever the project goals and challenges, Capsule Professional Services has likely successfully addressed these before.



Pre-Implementation

Prior to implementation, Capsule lays the groundwork for an effective system by working with hospitals on a comprehensive assessment of medical device and technical infrastructure needs and creates a detailed report for strategic planning.

Implementation

A dedicated Capsule Project Manager provides complete project oversight and coordination of every implementation. Also involved as needed are Capsule strategic experts, such as technical and clinical consultants for specialized system and clinical design, build, test, user training and go-live. Capsule Professional Services will provide the flexibility to align an MDIS implementation timeframe with the demands of a simultaneous electronic medical record system installation and go-live, as well as with any other overlapping technology projects.

This phase includes:

- Formalizing the project strategy and project charter detailing project and responsibilities
- Establishing milestones for measuring success
- Identifying project risks to support optimal results
- Provisioning hardware

Post-Implementation

Creates access and enhanced insights across departments and care team members.

- Enables data access across care boundaries, keeping care teams in the loop
- Allows team members to view patient history on any Capsule-connected monitor
- Feeds accurate and timely data to downstream systems, so everyone can work with the right information

The Capsule Commitment to Technological Excellence

The established MDIS leader, Capsule continually seeks out technological innovations to enhance your system today and keep it poised to meet the challenges of tomorrow. Capsule's proven product upgrade path provides performance and pricing options to meet the needs of every hospital, whatever its MDIS goals, size and budget.

People Matter, Experience Counts

Capsule's dedication to high quality professional service and meeting a hospital's specific goals doesn't stop at installation or ongoing support. Capsule offers a full range of services to fit your needs and budget to ensure your system is optimized to deliver peak performance throughout its lifetime.



Capsule Support Access

This service, provided to our established customers at no additional charge, is designed to expedite troubleshooting and issue resolution through a direct link between a hospital and the Capsule Professional Services team.



Training & Advisory Services

More intensive or specialized service and training to complement standard offerings.



Application Upgrade Assistance Services

Specialized support plans to ensure product upgrades are efficiently and optimally implemented with a minimum of downtime.

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