

Clinical Practice Services



Our clinical practice services team work alongside your clinicians and IT experts to optimize Silhouette for your organization and ensure you have the continued support you need.

Our insights optimize your efficiency and outcomes

Our experience supporting clients has given us valuable insights that enable us to optimize your efficiency and improve your patients' outcomes.

- ✓ Consulting
- ✓ Workflow Analysis
- ✓ System Definition
- ✓ Resource Management
- ✓ Security
- ✓ Health Policy Compliance

We collaborate with your team to ensure best practice

We work alongside our customers to ensure that projects are accurately scoped and optimally delivered to meet your needs.

- ✓ Project Management
- ✓ Integration
- ✓ Configuration
- ✓ Change Management
- ✓ New User Training
- ✓ Secure Azure Hosting

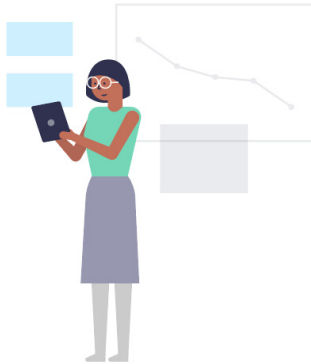
We are always available to support your team

Our services team is available 24 x 7 to help out, no matter where you are located around the world.

- ✓ Service Desk
- ✓ Upgrades
- ✓ Server Migration
- ✓ Refresher Training
- ✓ Remote Maintenance
- ✓ System Health Checks

We provide valuable insights

We have gained valuable insights from our considerable experience working with both large and small clinical practice clients around the world. From the outset, we work with you to understand your needs, map your workflows, identify efficiencies and the resources you need to deliver Silhouette in your timeframes. Our experienced technical experts are able to advise on regional security requirements and any specific health information compliance issues you may be facing.



We collaborate

Working alongside your team, we provide project management services to ensure Silhouette is optimally configured and integrated with your health systems to meet your users’ needs. We provide change management services as well as Clinical and Administrator user training both onsite and online as required.

“The phone support team are very helpful. Just knowing that any of my woundcare team can pick up the phone and call ARANZ Medical if they need to is reassuring.”

Matthew Callahan, Service Manager,
Capital and Coast District Health Board,
New Zealand

We are here to support you

Our 24 x 7 service desk provides your clinicians and IT team with peace of mind knowing that specialized assistance for Silhouette is only a phone call away.

Other support services provided by the Silhouette team include upgrades, server migration, refresher and new user training, remote remedial maintenance and system health checks. These services can be regularly scheduled or requested as required.

