

Training/Support Options

TRAINING

Receive on-site instruction in the effective use of your computer system and software. Our trainers are experienced with many levels of computer expertise and are easily able to adapt their training formats to meet the needs of all of your staff members. Instruction includes (but is not limited to) Window Operating Systems, NDCMediSoft™/ NDCLytec™ Patient Accounting software, or Microsoft Office Suites. Training is scheduled in 3 or more hour sessions. As each installation and training situation varies, depending upon such things as the previous computer experience of the office staff, complexity of office/billing structure, and individual comprehension, it is not possible to predict exactly how much information can be covered in the amount of support time that you purchased or if additional training time will be necessary.

TRAINING SPECIAL - Two on-site training sessions. Includes two 4 hour on-site training Cost \$ 995.00

REFRESHER SESSION – 3 Hour on-site training session. This option is limited to previous users of the software and is designed as a refresher course or for users upgrading to a newer software version. Cost \$450/ each additional on-site hour is \$99.00

OFFICE “BOOT CAMP” – Intensive training in your practice management software. Four consecutive days; (approximately 6 hours per day) of intensive on-site training with you and your staff.
Cost \$1,850.00

1ST CARE PREFERRED SUPPORT OPTIONS - *Your best choice for maximum support time at low hourly rates!*
Time may be used for on-site training, consulting, telephone or modem support. Recommended, but not required, for clients with new network installations, offices requiring software customization or practices who want to improve their use of computers, software, or administrative processes. Preferred support hours expire if unused after 2 years. Minimum on-site visit is 2 hours.

Bronze – 12 Hours of 1st Care Preferred Level Support. Cost \$1,500.00

Silver - 20 hours of 1st Care Preferred Level Support. Cost \$2,300.00

Gold - 44 Hours of 1st Care Preferred Level Support. Cost \$4,840.00

Platinum – 70 Hours of 1st Care Preferred Level Support Cost \$6,970.00

Diamond – 120 Hours of 1st Care Preferred Level Support Cost \$10,350.00

HOURLY HARDWARE/NETWORKING/SOFTWARE SUPPORT AND CONSULTING

\$189.00 per hour for on-site, hardware/software consulting, troubleshooting/problem solving, networking. Minimum initial on-site charge is 2 hours for \$378.00, unless client chooses one of the support options listed below. After that additional on-site hours, are billed in increments of 1/10 of an hour or 6 minutes. Hourly rate for visits during non-business hours including evenings, Saturday and Sunday, as well as emergency calls are at \$283.50 per hour or 1.5 times the contracted rate.

TROUBLE SHOOTING- HARDWARE/NETWORKING OPTION - 4 hours - \$560.

*TELEPHONE/MODEM ONLY SUPPORT

Current & 1 Version Back \$ 125.00 /hour \$325.00/3 Hours \$150.00/Modem/RDP

Legacy Window Products \$175.00 per hour

DOS Products \$215.00 per hour

***TECHNICAL/NETWORKING SUPPORT**- \$175.00/hr (telephone support only)

* Phone Support expires after 1 year.

* In certain situations travel charges may apply.

1st Care Consulting will custom design a training/support program for your office.
Speak to a 1st Care consultant about Data Conversion, Custom formats and Reports