

Orion Health Adds Client Services Team to Aid Customers with Electronic Health Data Integration Programs

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Orion Health <http://www.orionhealth.com> a leading provider of clinical workflow and integration technology for eHealth, introduces a new program to ensure high-quality service is maintained to improve communication and customer-driven development.

The newly formed Client Services team will ensure an additional level of partnership with customers for the speedy resolution of post implementation questions and to focus on increasing alignment between clients' business needs and Orion Health solutions.

Paul Viskovich President Orion Health North America and EMEA, describes the Client Services role as a trusted advisor and advocate for the customer.

"As North American healthcare facilities are rapidly adopting electronic health record (EHR) and data integration programs, we are bolstering our ability to provide assistance and enhanced service to help customers meet their goals. Keeping customers satisfied by anticipating their needs with products and services has always been part of Orion Health's operation. This new group simply formalizes the process with a dedicated team," he says.

Orion Health solutions use standards-based technology to integrate data within a facility and external partners without incurring costly rip and replace approaches. Currently the company helps facilities and healthcare communities that connect 35 million patients with tens of thousands of active users.

Orion Health's John Briscoe has been tapped as Client Services Manager and will work directly with clients to help them take advantage of technology to ease data integration for participation in health information exchanges (HIEs), EHR and other eHealth efforts. The Client Services team will focus initial efforts on the rapidly expanding North American market and extend to global support in the future.

About Orion Health Orion Health's easy-to-use solutions and applications improve patient care and clinical decision making by providing integrated health data in a single, unified view. By enhancing existing healthcare information systems, Orion Health's Rhapsody integration engine, Concerto physician portal, and workflow solutions provide healthcare workers with easy access to patient data and trends, and reduce errors and omissions by streamlining information transfer.

Worldwide, Orion Health is implementing health information communities involving over 35 million patients with tens of thousands of active users including Maine's HealthInfoNet and the Vermont Health Information Exchange. Orion Health's partners include leading health system integrators and IT vendors such as Accenture, IBM, Oracle Corporation, Sierra Systems and others. Orion Health has more than 1,000 clients around the world, including Lahey Clinic, New York State Department of Health, UCLA Medical Center, and U.S. Centers for Disease Control and Prevention (CDC).

More information can be found at <http://www.orionhealth.com>.