



BlueBird
IT Solutions Inc

Welcome to BlueBird!



Congratulations! You have taken the first step of many in modernizing your clinic and enhancing the quality of service you provide to your clients. Your BlueBird team will help you through this process taking care of your hardware and network needs!

We are sure you have a lot of questions on what is going to happen next. We have prepared the following roadmap outlining the stages and tasks to be performed at each implementation stage. An implementation manager will be assigned to manage your project and you may be contacted by our implementation technicians during the process.

Roadmap overview

The whole process takes about a month and it includes the following stages:





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The details!

PRE-IMPLEMENTATION STAGE

This is a critical stage as the foundation for the entire project is set. During this stage the following things will happen:

- A Project Manager is assigned to you to assist with the process and liaison with your EMR provider and OntarioMD where applicable
- Our project manager will schedule an implementation date with you for our team to come in and install your new equipment.
- Hardware is ordered and dropped shipped to clinic (where applicable) and/or brought to your clinic by BlueBird Techs.
- You will be asked to fill out a Clinic Contacts Form providing BlueBird with your clinic's contact information, including the contact information of your staff so that we can configure our Support System with your information
- If you have signed up for a monthly support plan and/or Subscribed to our security and network management software (highly recommended) we will require a VOID cheque to activate those services.

IMPLEMENTATION DAY

This is the day BlueBird will set up and configure all the hardware you have purchased and/or any other existing equipment you may have. A full implementation requires more than 200 tasks to be completed. Some of them will not be done on this day as they need to be performed by your EMR vendor technicians at a different date and in turn BlueBird will have to continue after their work is completed. On implementation day you can expect the following:

- Our technician(s) will arrive at your clinic at the arranged time
- Lead technician will conduct a walk through with primary contact to review and confirm what work needs to be completed
- Technician(s) will set up & configure all of your new and existing hardware
- Cables will be run and terminated (if required)
- Prepare the network and certify it to BlueBird Standards
- Review completed work with your primary contact for sign-off
- Project is handed off to EMR team



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EMR HAND OFF

Once equipment have been installed and configured by BlueBird the EMR will conduct the following tasks:

- Installation and configuration of EMR
- Server configuration (where applicable)
- Import database (where applicable)
- Test installation of EMR
- Work with BlueBird on any requirements they may have or assistance they may need

Once the above tasks are completed by the EMR team the project is handed off back to BlueBird.

EMR HANDS PROJECT BACK TO BLUEBIRD

BlueBird is called in again to complete the installation and iron out any issues that may arise due to the intervention of the EMR at the previous stage.

- Blue bird will complete implementation with EMR installed
- Install EMR client on computers (where applicable)
- Address any concerns or requests from EMR
- Complete final adjustments and “tweaking” of equipment
- Test network and equipment

TRAINING DAY (NEW EMR IMPLEMENTATIONS)

Training day is in essence the first time the completed system will be used in its full capacity. It is also a chance to catch any remaining issues that could not have been detected prior to this stage.

Our technicians will be able to assist remotely if needed. As this may take some time however we recommend that you opt in to have a technician at your location. This will give us the ability to resolve any possible issues on the fly rather than going through our remote support loop.

GO-LIVE!

Your system is now up and running!



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POST IMPLEMENTATION SUPPORT

Once you have been running your new EMR you may realize that you need to make changes or adjustments. We are here to help and advise you.

At this point our support plans kick in depending on the option you have chosen. Please refer to our support documentation handed to you during installation or visit our website at www.bluebirdinc.com for more information.

BlueBird will be right along with you at every step of the way!

Each stage has a number of tasks to be completed involving a lot of technicians, configurations, and tests all of which are interdependent. Prior to your “go live” date, due to the complexity of implementing an EMR, you may encounter minor problems in your newly installed hardware and software. Rest assured those will all be resolved before you go live.

