

## START IT UP

# Staffing and Support Models

## NextGen® Health Data Hub

NextGen Health Data Hub has several staffing and support models to accommodate your needs. See the most commonly used deployment model below.

If there are areas where you do not have the staff or resources to run or maintain aspects of NextGen Health Data Hub, we can augment staffing with our professional services team. **Let's discuss how they can assist you.**

	NextGen Healthcare	Client
Initial Setup	Setup and provision for the environment for NextGen Health Data Hub	No resources required
Training	<ul style="list-style-type: none"><li>• Train the trainer approach</li><li>• Formal training courses:<ul style="list-style-type: none"><li>- Admin, End-user, Data literacy</li></ul></li></ul>	Provide super users for training
Interfaces	<ul style="list-style-type: none"><li>• Write and test interfaces to third-party systems</li><li>• Train client's staff during initial implementation to write the interfaces using Mirth® Connect by NextGen Healthcare</li></ul>	<ul style="list-style-type: none"><li>• Act as a liaison between NextGen Healthcare and the third-party vendors to kickoff interface work</li><li>• Work with third-party vendors regarding access to their systems and any interface work needed from these vendors</li><li>• Ongoing project management</li></ul>
Ongoing	<ul style="list-style-type: none"><li>• Monitor Amazon Web Services (AWS), NextGen Health Data Hub, and Mirth Connect for performance</li><li>• Report out to the client</li></ul>	<ul style="list-style-type: none"><li>• User management—Add and decommission users</li><li>• Data quality—Adjust filters and display of data</li><li>• Monitor interfaces*</li><li>• Monitor for any error codes or maintenance flags</li></ul>

### \* Typical examples of day-to-day interface maintenance, care, and feeding:

- Check channels for backed-up queues/error messages
- Reprocess any errors that are a result of connection issues, such as system timeouts
- Check messages to make sure data mappings/transformers are correctly being applied
- Make sure all channels are running or deployed as expected and that there's enough storage/available memory for processing new messages

## BELIEVE IN BETTER.®

For more information, reach out to your Account Executive.