



Jonoke Software Development Inc.

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SUPPORT & TRAINING

The complete JonokeMed™ solution gives you more.



Full system support

Each JonokeMed™ system includes a yearly Support Agreement. This Agreement provides you with ongoing technical assistance, much like a service warranty.

What does Jonoke support really get you?

Our support staff is versed in the complete JonokeMed™ system. This includes the hardware, networking, peripherals, etc. which are part of what makes JonokeMed™ the powerful solution it is. In order to keep this system working optimally, we are there to help you resolve technical issues as they happen

The Complete JonokeMed™ Solution uses Jonoke's recommendation of hardware and infrastructure, based on more than 17 years of development and proven clinical usage. It comes with our guarantee that the system will work – period. You can rely on our combined expertise for timely troubleshooting, helpful hints, and worry-free office automation.

CUSTOMIZED SUPPORT OPTIONS

Jonoke gives you a number of options for your level of support, which you can customize according to your needs. There are agreements ranging from minimal support through to complete system management.

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Full system support

To take advantage of the maximum service guarantee, have Jonoke install and configure the hardware, networking, and communication systems for your office. Jonoke can ensure your system operates at peak efficiency by selecting specific hardware based on our experience. By relying on Jonoke's expertise, you are assured the most stable and supported system.

Conversely, you do have the option of purchasing hardware separately, while still choosing to have Jonoke perform the actual setup and configuration. However, these options do limit what Jonoke will guarantee.

Note: Setup and support which involves on-site labour may entail labour fees/costs.

COMPLETE SOLUTION

Your JonokeMed™ purchase includes the software and complete setup. Jonoke selects and orders the necessary hardware, installs and configures the system and networking.

Guarantee: Any problems in the first 30 days resolved; primary contact for future hardware/network issues.

SETUP & SOFTWARE ONLY

Your JonokeMed™ purchase includes the software and complete setup. You select and purchase hardware and networking.

Guarantee: Any problems with the JonokeMed™ software or server in the first 30 days resolved; consultation for future hardware/network issues.

SOFTWARE ONLY

Your JonokeMed™ purchase includes just the software. You select and purchase hardware and networking, and arrange for setup and configuration.

Guarantee: Any problems with the JonokeMed™ software in the first 30 days resolved; reference to hardware vendor for future hardware/network issues.

In any case, Jonoke always recommends you contact us first for advice on how to proceed with support issues. It is by working closely with you and any other vendors that Jonoke is able to better ensure you have a system that works properly.

Training

JonokeMed™ is referred to as a 'solution' because it is not just one tool for your practice – but a full array of tools that meet all your needs. The single name, JonokeMed™, represents more than Electronic Medical Records (EMR), or Scheduling, but accounting, faxing, prescriptions, office/clinic management, knowledge management, and beyond.

There is a lot to learn.

That is why Jonoke works with you to ensure ongoing training for users, doctors, nurses, financial staff, administrators, and so forth. From the day you begin using JonokeMed™, we facilitate initial training sessions, plus make available continuing instruction for program enhancements. When you need help, we'll show you how to do something. The ongoing learning process can be shared and enjoyed as you and your staff discover the many ways JonokeMed™ helps your practice run better.

JonokeMed™ continues to grow, change, and improve, bringing the users along with it. Clients may arrange for group training sessions, should staff need or desire further training in general or specific areas. Plus, each year, Jonoke's Annual National Conference brings together JonokeMed™ users from across Canada, to refresh their skills and to learn about new and upcoming features.

Leading the EMR Evolution...www.jonoke.com

Changing the way you work can be intimidating,

so let Jonoke help ease the learning curve for you.