

Expert support for exceptional results



Greenway's Customer Support team takes great care to understand your needs, delivering expert help and guidance so you can increase efficiencies and maximize revenue – while providing outstanding patient care.

When challenges arise, you deserve access to thorough, informed answers. That's why we invest in our team to provide the highest level of EHR customer service and practice management support.



Call center based
100% in the U.S.



98% overall
customer satisfaction*



Focused, knowledgeable team means informed and fast answers the first time.

Collaborative partnership leads the way

INVESTMENT IN TRAINING



Our knowledgeable support team is dedicated to maximizing your return on investment and providing a lower total cost of ownership.

INFORMED ANSWERS, FAST RESPONSE



Greenway's team responds to questions quickly, providing expert support for our solutions, tools, and other products.

QUALIFIED SUPPORT



Our team works with your organization to ensure your success. Our background and experience include:

- ✓ RN/LVN
- ✓ Practice management
- ✓ Coding
- ✓ Consulting
- ✓ HIPAA compliance
- ✓ Project management
- ✓ PMI certification

"Every time I have a problem and call Customer Support, I get somebody who knows what they're doing. They communicate effectively with me about what's going on and we get the problem solved."

- Christina Nunnally, provider,
North Mississippi Primary Health Care

Immediate and effective support ... to help you get back to patient care

90% first-call resolution

36-second average call hold time



Quick, effective assistance the first time

- ✓ Call for more in-depth help.
- ✓ Live chat through web portal for quick, written responses.
- ✓ Access on-demand answers to questions your peers have asked and answered through our My Greenway customer portal.

Minimize downtime and maximize productivity

Throughout its operations, **Greenway's Customer Support team** embraces the zero defects philosophy – getting things done right the first time. Mindful of the high cost of poor quality and lost productivity for all staff involved, our customer experience managers are immediately available to reach out to customers who need extra help overcoming challenges.

Industry recognition



2019 Best in KLAS

Most Improved Physician Practice Product for Intergy, based on customer satisfaction responses and overall value.



2019 Category Leader for Ambulatory RCM Services

KLAS recognized Greenway Revenue Services as the top-ranked choice for the second consecutive year.



2018 Category Leader for Ambulatory RCM Services

Greenway Revenue Services earned the top KLAS rating among small clinics.



2015 ONC Health IT certification

for all of Greenway's EHR and practice management solutions.

Partner with Greenway Health and connect with experts. For more information, [click here](#) to schedule a conversation with a Greenway representative.

*Based on customers who placed calls and had their issues resolved the first time

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