

Welcome to the HCIT Applications Team!

The HCIT Applications team works with the customer to understand their workflow needs and design their system in a way that makes them more efficient.

Our team is also responsible for the end user training on the system.

This document will assist with showing our process.



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HEALTHCARE IT

Welcome to the HCIT Applications Team!

Management

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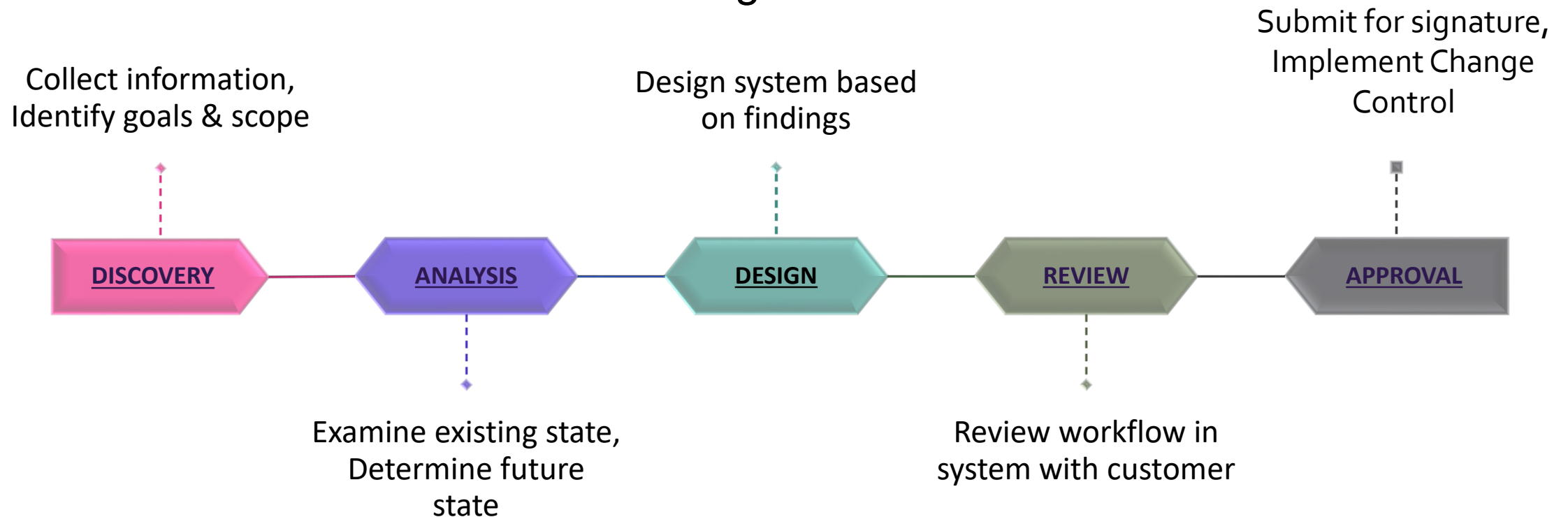
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HCIT Applications Workflow Process

Figure 1



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Collect information, identify goals & scope

- ✓ The Applications Specialist will receive a request to set up a discovery workflow call. See [Figure 1](#).
- ✓ Applications Specialist will request call with client and schedule a GoToMeeting session. Depending on the size of the site, allow 1-2 hours for this session.
- ✓ During the call, the Applications Specialist will fill out the Workflow Document and send to the customer for approval.
- ✓ Customer will add or edit document and return to Project Team.



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Examine existing state, Determine future state

- Meet with internal project team to discuss and explain discovery call
- Receive approved discovery document from customer
- Based on the data collected from the client, identify ways that Exa can improve the existing customer workflow



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Design future state

- ✓ Build system based on discussions with the customer
- ✓ Test workflow
- ✓ Create basic workflow diagram



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Review with customer

- ✓ Schedule call with customer to review workflow inside of the system
- ✓ Customer / KM Project Team addresses any concerns
- ✓ Training and Go Live are scheduled

*This process can repeat several times until finalization.



Submit for signature, Implement Change Control

- ✓ Customer approves workflow via workflow diagram signature
- ✓ Training is performed
- ✓ Customer Go Live

***At this point, no major additional workflow changes should be made without approval from the Change Control Team. The Change Control process should be implemented and enforced by the PM and Key Stakeholders (Client & KM).**