

# Application Managed Services (AMS)

Focus on Patients. We'll Handle the Rest.

TruBridge Application Managed Services (AMS) is a comprehensive, hands-free solution for managing and optimizing your EHR system. By partnering with TruBridge, hospitals gain access to expert support, proactive maintenance, structured change management, and continuous optimization—all while reducing internal workload and IT costs.

AMS includes a dedicated service owner, after-hours support relief, system monitoring, and quarterly performance reviews to ensure stability, security, and ongoing improvement. With AMS, healthcare organizations can enhance clinical workflows, improve application performance, and refocus internal resources on patient care, operations, and strategic growth.

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## Tailored to Your Workflow, Resources, and Team

At TruBridge, we know hospitals don't need a one size fits all approach because each community and its members are unique. With tiered services offerings, you're able to choose the services under each that are most important to your operations.

Base Tier supports day-to-day maintenance and content customization, while Advanced Tier focuses on ongoing optimization and EHR standardization.

## BASE TIER:

- Change Control Governance
- Content Updates
- Incident Support
- Services Owner
- Status Reports
- System Monitoring
- Test Server
- User Role Maintenance

## ADVANCED TIER:

- Educational Workshops
- EMR Integration Architect
- Managed Release Updates
- Preventative Actions
- User Role Standardization and Optimization
- Workflow Optimization Services

## About TruBridge

TruBridge helps healthcare organizations of all sizes clear the way for care. We understand many things get in the way of providing great patient care. TruBridge's portfolio of RCM products and services help stabilize revenue cycle operations because we believe when you get paid on time and in full, the path to great patient care gets a bit easier.

**Please contact your Client Executive to learn more**

TruBridge AMS helps your organization reduce costs, enhance system performance, and protect internal resource bandwidth—so you can focus on what matters most.

## With AMS You Can Expect:



### Cost Savings:

Eliminate the need to hire and retain in-house EHR admin experts.



### Greater Efficiency:

Free internal resources to focus on strategy and operations.



### Improved Performance:

Expert optimization and hands-on support keep your EHR running smoothly.



### Enhanced Security:

Maintain access and privileges tailored to user roles.



### Strategic Flexibility:

Scale AMS support to match your organization's needs.



### Peace of Mind:

System monitoring and governance help you stay ahead of problems.

## Ideal for Organizations Looking to:

- Minimize staff burnout
- Simplify change management
- Improve clinical workflows
- Maintain uptime and data integrity
- Get more value from their EHR investment