

# PhrazerKitsune

Harmonizing Patient, Staff and System Performance!



## Support Services Guide

### Medical CITE Journey Solutions

CITE Solutions harmonize patient, staff and system performance that enables new levels of engagement, unmatched accuracy and efficacy.

As the only qualified medical Journey Solution, Phrazer/Kitsune ensures patient rights and equity across demographics, provided novel care efficiencies, operational excellence, top of licensure staff performance and novel revenue pathways.

CITE Solutions empower medical enterprises to employ modern value-based care solutions to effectively achieve longstanding goals.

### About GeaCom Canada, Inc.

GeaCom is the inventor and sole provider of innovative and proven medical grade engagement solutions utilizing Communication and Information Theory Empowered (CITE) Methodologies.

GeaCom is the leading innovator for health delivery methods on a foundation of science, ethics and appropriate technology. GeaCom's solutions define a new era of healthcare with total equity, quality and continuity.



## Technical Integration

CITE Solutions are pre-configured to perform with all Electronic Medical Records (EMR's) and efficiently integrate with existing IT infrastructure.

GeaCom ensures a lightweight and effective technical integration that requires mere hours from your IT team on average. There are no additional integration costs as the technical services are included in the standard subscription package.

**Effective • Efficient  
Safe • Secure**

## Workflow Confirmation

CITE Solutions are specifically configured to department processes and needs. GeaCom works in partnership to ensure a seamless integration.

GeaCom assists throughout with objective measures to determine effectiveness of CITE Solutions in the departmental workflow. Staff will be supported with a designated and experienced transformation expert from GeaCom to ensure the target outcomes.

**Collaborative • Innovative  
Measurable Success**

## CITE Innovations

CITE Engagements for patients and staff are a key element of your transformation program. Work with GeaCom's CITE experts to design engagements that are specific to your population and goals. GeaCom's dynamic CITE engine allows the creation of CITE engagements within hours or days, with a streamlined approval process prior to go live. GeaCom offers any CITE engagements in any language included free in the standard subscription package.

**Novel • Quick • Customized**

## Transformation Roadmap

GeaCom provides an effective and streamlined integration process enables rapid integration. GeaCom's transformation experts collaborate with you from initial roadmap to outlining timelines and through milestones and more. Furthermore, GeaCom is your committed partner and innovation companion that assures an implementation that fits your needs.

**Proven • Effective  
Outcome Oriented**

## Staff Training

CITE Solutions are designed with intuitive, simple interfaces and only require minimal staff training. GeaCom uses an effective combination of tools to support staff. Training engagements on Phrazer/Kitsune in combination with guided material on GeaCom's virtual training center and in-person interactions ensure that staff is up to speed on how to use CITE Solutions within 30 min. GeaCom's services incorporate available resources for continued support including, but not limited to the ticketing system, 24/7 help platform and more.

**Easy • Minimal • Sustained**

## Stakeholder Engagement

Engaging staff, leadership, the community and other stakeholders is an exciting step during the transformation process. GeaCom's transformation staff is skilled and experienced to effectively empower you with tools, materials, virtual and in-person marketing and meeting support.

**Collaborative • Empowering •  
Vital**

*The go-live date is always an exciting phase of the transformation program. With GeaCom, you have a partner that ensures a successful transition to modern CITE Solutions.*



## Onsite Presence: Turning on New Services

Leading up to go-live, the technical integration has been confirmed, CITE engagements have been validated, stakeholders are engaged and staff has been trained. Patients will now experience total demographic coverages and an exciting, new, never alone healthcare experience. GeaCom assists at this exciting stage by providing onsite support for the first few days to identify opportunities, address questions from staff and to reinforce proper procedures. GeaCom's onsite presence is defined in collaboration with leadership and usually not required for more than 1-2 days. Regular check-ins with leadership and staff during go-live are performed.

## Share and Celebrate Success

As your innovation and transformation partner, GeaCom supports your efforts to share the accomplishments around equity, innovation and more within your organization and beyond.

## Milestone and Innovation Sessions

GeaCom proposes regular milestone meetings to assess status of the program, discuss the expansion of CITE Engagements as well as languages/cultures and engage around novel ideas.

## Continued Support Resources

GeaCom provides 24/7/365 access to support resources

### On Phrazer/Kitsune

GeaCom offers access to support and training services on the Phraze/Kitsune platform: from User Guides and "How-to Videos" to ticket creation and access to live support service features.

### Online Help Center

GeaCom provides supporting materials such as User Guides, How-to Videos, Value Proposition Clips, and much more. Access this information at any time via the following link:

<https://phrazer.helpdocs.com/>

### 24/7 Support Portal

GeaCom provides several paths to connect with live Support Specialists:

 +1 (604) 248-4461

 [support@geacom.net](mailto:support@geacom.net)

 <https://geacom.teamwork.com/>



*GeaCom collaborates with health systems, inspires as an innovation partner and provides expertise with CITE Solutions.*



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