

On-Site Education & Training

Learning What You Need to Know in the Way You Like to Learn



Our Leadership

For more than two decades, TriTech has been solely focused on developing the most reliable and advanced solutions in the public safety and medical transport marketplace.

From small towns to major metropolitan cities, TriTech's flexible and configurable solutions will enable your agencies to streamline operations to minimize response times and maximize resources.

The TriTech Difference:

- Largest and fastest growing company in Medical Transport and Public Safety
- More than 2,200 agencies worldwide rely on our solutions
- *Best in Class* Customer Service and Support
- Ongoing customer training and industry education
- Focus on keeping up with the ever changing regulations for billing and standards for data sharing

Contact a *Sales Representative* at 800.537.3927 today and be sure to stay connected!



TriTech Software Systems



@tritechsoftware

TriTech Software Systems
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Are you a hands-on learner? Do you need to hear a concept explained first before it makes sense to try it on your own? Do you learn best from dialogue with others? Regardless of how you learn best, our on-site education and training for your TriTech products provides the best way to customize the learning experience to the way you like to learn and to learn the information you need to know.

On-Site Education and Training Provides Tangible Results:

- Customized training for your service's specific needs and concerns
- More focused training which works better for new or detailed information
- Trainers and learners work closely together via face-to-face dialogue that helps facilitate a better environment for learning from each other
- Demonstrations, visual learning aids and some learning tactics like brainstorming and role-playing, work better in physical vs. virtual environments
- Better immediate feedback for trainer to discern whether concepts are being understood (i.e. facial expressions)
- Expedites set-up and troubleshooting your individual systems with access to third-parties (i.e. ECM Medicare, Medicaid and Commercial ECM intermediaries)
- Learners are in their own environment which helps the trainer understand the customers' environment and entire billing process (i.e. validator's vs. biller's vs. collectors)
- Agenda can be modified based on modules that may benefit the customer, the type of service and so forth
- The ability to add personal setup within the class
- Confirmation that all employees are attending the trainings and receiving the value they expect from the training
- Ability to use real-time information for the client to see the results from the day's work during report training
- Hands-on courses that utilizes a teach- test-confirm method
- Skill building based on needs assessment – extra coaching can be given to less advanced students

"Having purchased the [Sweet] Billing software systems both with and without the on-site training, I can truthfully say that there is just simply no reason to justify not doing on-site training. The on-site training allowed us to immediately begin using the billing software. We were able to make the live transition right away. The trainers were never critical of our billing methods and were always willing to lend their opinions when asked. Additionally, their experience in the EMS field was invaluable."

Melinda Monk
Business Office Manager
Rockcastle Ambulance Service

