College/University Education F.A.Q.

07/24/2024 1:15 pm EDT

Internal Education F.A.Q.

Question: If someone submits a ticket interested in the educational (college/university) version of DrChrono, where do I refer them?

Answer: Please refer future DrChrono educators/students to the following page: https://www.drchrono.com/university-ehr-emr/. **DO NOT** round robin these requests as sales lead to SDRs in slack as we do not sell to students/schools.

Please utilize the template below in responding to these inquiries.

Hi {!Name},

Thanks for reaching out! The best place to find out more about DrChrono's education offerings is at https://www.drchrono.com/university-ehr-emr/

Here, you can request more information as an {!Type of Person>Student|Educator|Education Partner}.

All the best,

{!Your Name}

Question: If an AHIMA student reaches out to me requesting support, who should I refer them to?

Answer: Please refer students to reach out to their VLab technician by submitting a VLab Help Ticket.

Please utilize the response below to the students who are seeking support from our end. This response is provided by the AHIMA executive team.

"Thank you for contacting DrChrono Support. VLab users should contact the AHIMA Academy HelpDesk with any and all technical issues that may arise when using VLab applications.

You may contact them via phone at (844) 309-3269 or via email at academyhelp@ahima.org. Their agents are available 24 hours a day, 7 days a week, excluding holidays observed by AHIMA. Thank you, and have a good day!"

Question: Who is our point of contact if any tickets/issues regarding AHIMA need to be escalated?

Answer: Please contact Brook Barnes at brookebarnes@isalushealthcare.com regarding AHIMA escalations.