

EHR Vendor Resources



Below is a list of resources offered by athenahealth that can help clients in various areas related to Arch Collaborative best practices and metrics. The impact of these resources on clinician EHR satisfaction has not yet been validated by KLAS, though plans are underway to do so.

KLAS does not have any pricing information related to the below resources. Please contact athenahealth directly for more information.

Reliability and/or EHR-System Speed

1. Manage Cases/ Contact Support

Central access to submit and manage cases as well as find convenient access to knowledge resources.

[Website](#)

2. Known Issues

Find and track existing issues - Our technical and support teams are actively tracking athenaNet, your calls, and your support cases to ensure we can troubleshoot issues and communicate them to you as quickly as possible.

[Website](#)

3. Tech Support

A hub for technical resources - Use the Tech Resource Center to find technical documentation, guides, and other resources for athenahealth products and services.

[Website](#)

EHR Mastery

1. Coaching and Training Services

Group training and individual coaching opportunities. Take advantage of virtual training opportunities including group virtual classrooms and 1:1 Coaching calls.

[Website](#)

2. Quality Support

Central landing page to access resources and support for clinical quality and value-based care programs.

[Website](#)

Meeting Unique User Needs

1. Customer Success Community

The Success Community helps you find information and connect with others

[Website](#)

2. Submit Product Feedback

Your feedback matters, and we are listening to you in order to create the best experience possible. You can submit suggestions about our products and services. We use these ideas to help inform our development plans and projects.

[Website](#)

3. **Product Development Research**

Participate in Research - Share your perspective on current research projects and accelerate the improvements you want to see plus find Active Alphas and Betas.

[Website](#)

4. **Engage Customers across the network**

Connections is your place to share best practices, solutions, pain points, tips and tricks, joys and sorrows, and (almost) anything else with other athenaNet users.

[Website](#)

Shared Ownership

1. **Advisory Services**

Our Advisory Services stand ready to improve the operating dynamics of your organization by focusing on the alignment of people, processes, and athenahealth's technology solutions.

[Website](#)

Other Arch Collaborative Areas

1. **Join a User Group**

Connect and collaborate with users like you! The group list is your place to find User Groups to connect with similar users, as well as Alpha and Beta groups to learn about and participate in the early stages of feature development.

[Website](#)

2. **Roadmap and Release access**

We update athenaNet three times a year in our Spring, Summer, and Fall releases. You can find helpful release notes, videos, and training here in the Release Center to help you prepare for changes. Here you can also access our Product Roadmap.

[Website](#)