# CareTech Solutions' Client Presents the Need for a Clinical Help Desk at CHIME 20th Fall CIO Forum

The Associated Press

TROY, Mich.--(BUSINESS WIRE)--Oct 17, 2012--CareTech Solutions, an information technology and Web products and services provider for more than 200 U. S. hospitals announced today that the company and its client, Cancer Treatment Centers of America (CTCA) are presenting a case study together at CHIME12, the 20 th Fall CIO Forum, Oct. 16 -19, in Indian Wells, Ca. Chad Eckes, CIO of CTCA, and Karl Graham, senior director Service Desk, at CareTech Solutions, are presenting, Is it Time for a Clinical Help Desk? "As information technology becomes more and more embedded in the delivery of patient care, it's important to recognize that advanced IT help desk support will be required to help leverage its true value," said Jim Giordano, president and CEO, CareTech Solutions. "CTCA is committed to providing their end users with a high level of support with services like CareTech's Service Desk, which uses highly-trained analysts, advanced tools and best practices to resolve IT issues quickly. It's a privilege to work with CTCA and support their continuous efforts to improve the clinician and patient-care experience." The CHIME Fall Forum is the premier event for healthcare CIOs. The event combines the country's best speakers and healthcare IT with unparalleled opportunities for CIOs and healthcare IT executives to network and collectively share solutions, solve problems and address challenges.

About CareTech Solutions CareTech Solutions, Inc., an information technology and Web products and services provider for more than 200 U.S. hospitals and health systems, creates value for clients through customized IT solutions that contribute to improving patient care while lowering healthcare costs. From implementing emerging technologies to supporting day-to-day IT operations, CareTech offers clients expert health information technology services earning it the 2008, 2009, 2010, and 2011 Best in KLAS award for IT Outsourcing (Extensive) as ranked by healthcare executives and professionals in the "2011 Best in KLAS Awards: Software & Services" report.

For more information, please visit www.caretech.com [1].

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