

HELP DESK SUPPORT

GorillAN's Help Desk can provide real help in real time, exactly when you need it. With our specialized experience in the health care industry we understand the necessity of getting answers and solutions to problems in a timely manner.

GorillAN will personalize a Help Desk to fit your needs in the area of software, hardware, internet use, and more.

GorillAN's professional and well trained technical support staff is available to answer questions from your front desk staff, office managers, and medical professionals.

Getting solutions when you need them.

GorillAN Help Desk



SPECIALIZING IN INFORMATION TECHNOLOGY FOR THE HEALTH CARE INDUSTRY



GorillAN provides a strong commitment to support Information Systems that allow our clients to focus on achieving leadership in the health care industry.

Excellent service provided in a fiscally and socially responsible manner.

GORILLAN, INC

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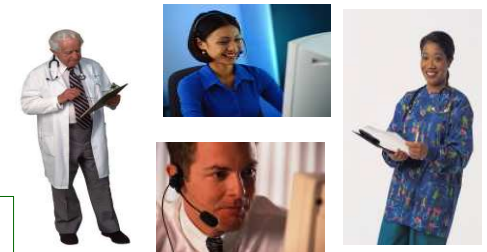
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GORILLAN, INC

PERSONALIZED HELP DESK & ON-SITE TRAINING

Commanding Excellence in Information Technology

For Healthcare Services



Telephone: 617-479-9845



SOFTWARE TRAINING



PulsePro (Practice Management)

IntelliDose (CPOE Program)



Microsoft Windows XP

Microsoft Windows / Vista



Microsoft Word

Microsoft Outlook



Microsoft Excel

Microsoft PowerPoint



Microsoft Access

File Management



Microsoft FrontPage

Microsoft Publisher

SAMPLE OF CLASS DESCRIPTIONS

Word/Excel – This class is for beginners who want to learn how to word process and perform basic tasks in Excel. Some of the topics covered include formatting, charts, simple formulas, justification, fonts, sorting, spell check, columns, bullets, and filtering. This course is recommended for beginners.

PowerPoint – This class is for anyone who wants to know how to create a slide presentation for an audience. This class covers the basics of setting up a slide show and allows the student time to develop an original slide show. Topics covered are slide transitions, slide animation, formatting, and insertion of pictures, sounds, videos, and text boxes.

Outlook/ File Management – This class is designed for students who already use Outlook, but want to gain more knowledge of the program. Topics covered are sending attachments, creating folders, managing folders, calendar setup, contacts setup, tasks setup, and deleting email. Additionally, file and folder management will be taught. Windows Explorer will be used to show students how to create, delete, and name or rename folders. Students will also learn how to drag and drop, along with cut, copy and paste files into a folder hierarchy that they have created.

Medical Scheduling - This class focuses on using a scheduler in the reception or front desk environment. It is a must for any new office employee. The procedures and policies are covered for patient interaction, insurance validation and scheduling along with the accompanying methods in your scheduler. The course is also useful for managers and billers to better understand patient account management.



LET US PUT OUR
MICROSOFT CERTIFIED
DESKTOP SUPPORT
TECHNICIANS TO WORK
FOR YOU!

Our expertise is concentrated in the following areas:

Information Architecture

Information Systems

Health Care Applications

Complete Hardware & Software Installation

Server Upgrade and Installation

Microsoft Office

Virus, Spyware, Spam Control

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