



Services Overview

SOS Online is a Software-as-a-Service (SaaS) offering. The keyword here is “service”. Home Healthcare SOS, Inc. is dedicated to providing service that exceeds your expectations.

Why Our Service Is Important

Because clients are not required to sign a long term contract, service becomes extremely important to the success of our company. We are taking the risk that clients will find SOS Online useful and valuable to their businesses, and will remain loyal customers over time. The key ingredient to make this a reality is the service we provide.

Service All Along the Way

We are committed to providing clients excellent service at every stage of their SOS Online usage – from initial start-up to ongoing utilization.

From day one, after you sign a license agreement, the Home Healthcare SOS, Inc. service team kicks into action. You will be introduced to the key members of our team that will provide you service along the way. You will be informed of the steps that will be taken, and the expected timeline, to gather your requirements and get you up and running.

Once your site is ready, training will be provided for your entire staff. Training sessions will focus on your field staff and office staff. Targeted training sessions will be provided to your personnel that are responsible for key functions, such as billing and posting visit notes.

Service All Along the Way

We recognize the challenges in transitioning from paper to an online system. During your first weeks of usage, we will be there to assist you in making this transition as smooth as possible. You will have unlimited access to our service team during this period.

Our service people will answer any questions you have, help you utilize SOS Online is the most effective way for your agency, handle special requests you might have, and provide additional training as needed.

Service All Along the Way

Once you ramp up and are fully utilizing SOS Online, you will have smooth sailing. We will be there to help you, though, with any problems or issues you might have. You can expect the same level of service that you had received along the way.