

# Crystal Practice Management - Quality Management System

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Crystal Practice Management uses a self-developed Quality Management System.

## Support Information

- **Phone Support** – 1 (800) 308 -7169 Ext 1. Abeo Solution, Inc. developers of Crystal Practice Management
  - **Normal business hours** 9:00am – 7:00pm CST
  - **After hours** the support line is forwarded to a technician’s cell phone, which is regularly checked for messages. If a call is deemed vital enough for after-hours support it is handled promptly, otherwise it is added to the call list for the following morning.All support calls are added to an internal version of Crystal PM tasks list and called back in the order they were received.
- **Email Support** – [support@crystalpm.com](mailto:support@crystalpm.com) is regularly checked, and responded to, for support issues.
- **Web Support** – [www.crystalpm.com](http://www.crystalpm.com) has access to a variety of training videos as well as a user message board.

Most support calls are handled by a screen sharing program, where a technician connects to a client’s computer and assists in finding a solution to their issue.

## Training Videos

To assist in staff training and to allow potential customers to view a demonstration of Crystal PM, several videos have been created and can be found at <http://crystalpm.com/videos/>

## Message Board

Crystal PM Website has a user message board on [www.crystalpm.com](http://www.crystalpm.com) where customers can ask questions, and view responses from previously asked questions.

## Billing Question

All billing questions can be calling our sales staff at (800) 308-7169 Ext 2 or through the email at [sales@crystalpm.com](mailto:sales@crystalpm.com).

## Updates and Releases

Crystal PM releases software through an online update. A user only needs to navigate to an Admin Section, and click a button, to download the latest release to their local database. This version is then spawned out to the individual computer once Crystal PM is restarted.

Crystal PM also contains a variety of 3<sup>rd</sup> party catalogs ranging from Contact Lens Catalogs, Frame Catalogs, etc. These catalogs are updated anywhere from weekly, monthly, or yearly.

For major releases of Crystal PM offices can register to receive an email notification detailing the new features and the availability of the new release.

## BETA Program

Crystal PM has a beta user program where an office can get advanced updates of future Crystal PM releases prior to full scale release. This program allows us to test out new features for functionality and usability on a small scale to aid in developing a more comprehensive program. Beta Releases our sent through Online Updates.

## Usability Testing

Crystal PM follows the (NISTIR 7741) NIST Guide to the Processes Approach for Improving the Usability of Electronic Health Records.

## Request for Integration

All requests for new integration can be sent to [info@crystalpm.com](mailto:info@crystalpm.com). These requests can be for additional optometric machine integration, 3<sup>rd</sup> party software, catalogs, 3<sup>rd</sup> party billing, HIEs, etc.

## Feature Requests / Bug Tracking

**Externally** – Customers have several options for reporting issues and requesting features for Crystal PM. They can report an issue through our support staff, email ([info@crystalpm.com](mailto:info@crystalpm.com)), Web Forum, or Website ([www.crystalpm.com](http://www.crystalpm.com) has an online form).

