

CUSTOMER SUPPORT



The Healthcare business of Thomson Reuters provides 24-hour technical support for all Clinical Xpert™ programs. Our support staff can also assist you with issues regarding servers, SyncStations, device setup, and other components related to the successful deployment of our products. Please use the following information to expedite your request.

LOW TO MEDIUM PRIORITY

When e-mailing support, please include as much of the following information as possible:

- User Name
- Log-In ID
- Device Manufacturer and Model Number
- User List
- Time of Incident
- Location
- Hospital Site
- Contact Name
- Phone Number
- E-Mail Address

If you have an e-mail encryption program, please also include pertinent patient information such as account number or medical record number.

NOTE: Requests received outside of regular business hours will be addressed the following business day.

HIGH PRIORITY

Issues requiring immediate attention include Clinical Xpert conduit service failures, listener failures, database failures, complete SyncStation failures, or any other situation where service is interrupted or severely impaired.

CONTACTING SUPPORT

During normal business hours (7:30 AM – 5 PM, EST)

- cxsupport@thomsonreuters.com (low–medium priority: 1-hour response commitment)
- +1 877 843 6796 (high priority)

After business hours

- +1 877 843 6796
- When prompted, say “Clinical Xpert Navigator” or press number 5 to bypass the voice option
- For emergencies only, choose option 1 for HANDHELD or 2 for SERVER
- For nonemergencies, leave a message for the next business day

IN THE EVENT OF A TECHNICAL EMERGENCY

Our on-call engineers can typically resolve your issue over the phone. Be prepared to provide your contact information, hospital site, and specific issue details. You may be required to leave a message, but a support engineer will respond to you as soon as possible.

ABOUT THOMSON REUTERS

The Healthcare business of Thomson Reuters produces insights, information, benchmarks and analysis that enable organizations to manage costs, improve performance, and enhance the quality of healthcare. Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. We combine industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, scientific, healthcare and media markets, powered by the world's most trusted news organization. With headquarters in New York and major operations in London and Eagan, Minn., Thomson Reuters employs more than 50,000 people in 93 countries. Thomson Reuters shares are listed on the New York Stock Exchange (NYSE: TRI); Toronto Stock Exchange (TSX: TRI); London Stock Exchange (LSE: TRIL); and Nasdaq (NASDAQ: TRIN).

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