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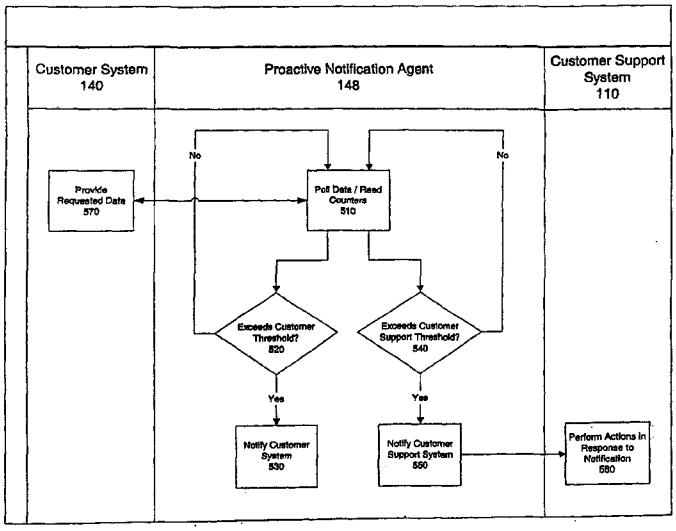
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(54) Title: PROACTIVE SUPPORT OF A HEALTHCARE INFORMATION SYSTEM



(57) Abstract: Systems and methods are provided for proactively monitoring a healthcare information system. The proactive monitor system has a plurality of counters (310) and one or more notification agents (148). Counters monitor performance parameters by recording the values of the parameters at a predetermined interval. Multiple counter instances may be implemented. Agents notify designated representatives when the value of a counter exceeds a threshold. Notifications may be escalated as needed. The proactive monitor system may further include an operator capable of performing fixes to bring the value of the counter back within the threshold. Two user interfaces may be included, connecting to a customer support system (110) and a user (140) of the healthcare information system, respectively. The proactive detection, notification, and repair of business or system failures may be performed manually or automatically, onsite or over a network.

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