

Get more than just the basics



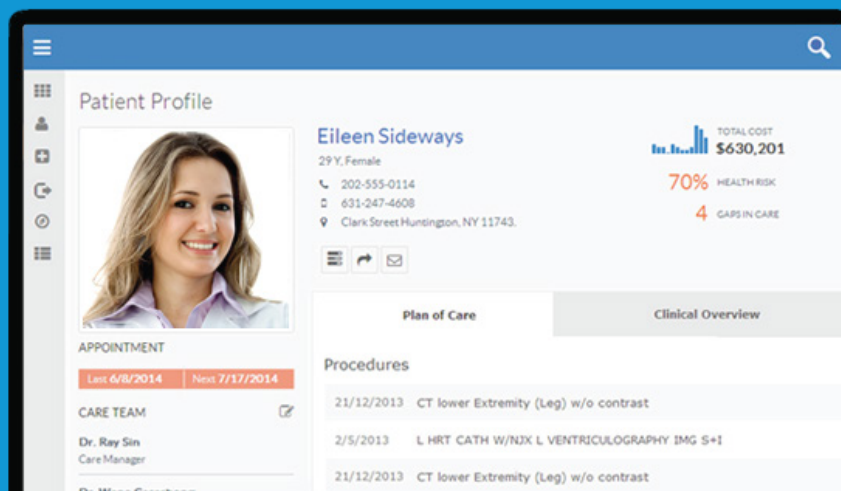
Any EHR will work for Family Medicine?

Many Health IT experts and physicians themselves are under the impression that finding the right EHR for family practices is the easiest of the lot. They could not have been more wrong.

True, family medicine does not require extensive device integrations like a cardiologist. Neither does it need automated processes such as chemo or immunization management systems. However, being the most overworked and understaffed due to the high demand for this specialty; a family practitioner does not have the time to waste on substandard EHR softwares. Not only do they slow you down, you waste time in implementing these systems and then abandon them because you were better off on paper. Thus, caution in buying an EHR is as important for a family provider as for any other specialty.

This myth of using generic products has already led many of your counterparts to buy into free softwares with very basic functionality. Thus, it comes as no surprise that Family Medicine is leading the EHR replacement drive.

This guide has been designed to help you evaluate vendors and to ensure that you do not end up with a sub-standard solution.



Fundamentals

Pre-purchase questions

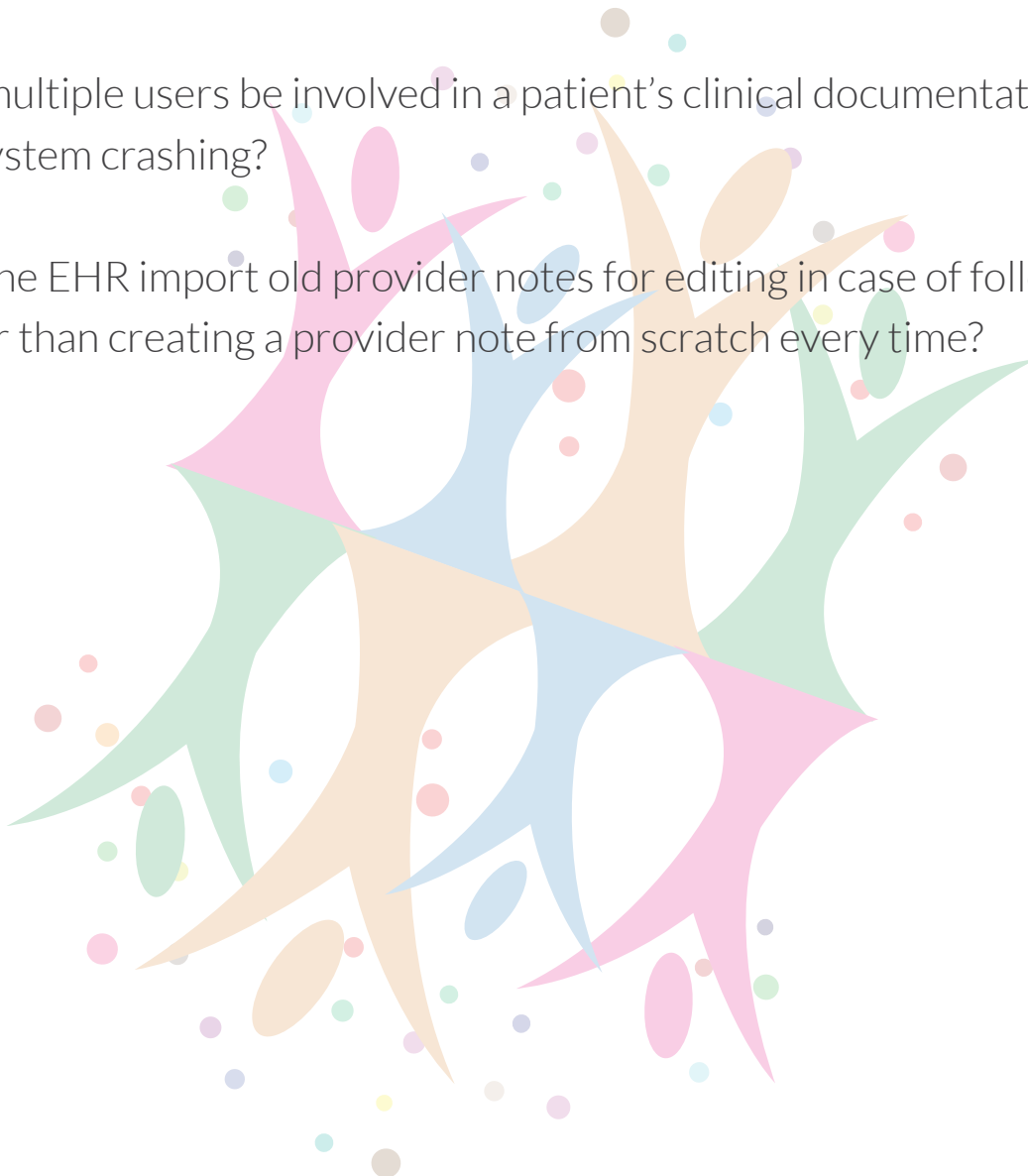
- Why does my practice need an EHR solution?
- Who will have regular access to the software? Will these users be involved in the purchasing process?
- How will I narrow down vendors? Ask colleagues, internet search, product reviews?



Product Research

Does the EHR have specific tools for my specialty?

- Does the EHR have pre-built Family medicine templates with the option to customize templates especially for my practice?
- Does the EHR have an efficient referral tracking system?
- Does the EHR help manage operational tasks; send & receive messages to and from patients, participating providers and staff?
- Can multiple users be involved in a patient's clinical documentation without the system crashing?
- Can the EHR import old provider notes for editing in case of follow up visits rather than creating a provider note from scratch every time?





Does the EHR create efficiency at work?

- Is the EHR user-friendly? Can regular users in my staff learn its functions in limited time?
- Will my EHR be accessible at home and office, 24-hours?
- Were family practitioners consulted for their requirements while developing this Solution?

Is the EHR CMS certified?

- Will the EHR enable my practice to qualify for the Meaningful Use program and earn incentives?
- Does the system support ICD-10 coding system?
- Does the vendor meet these certifications on time?

Vendor Research

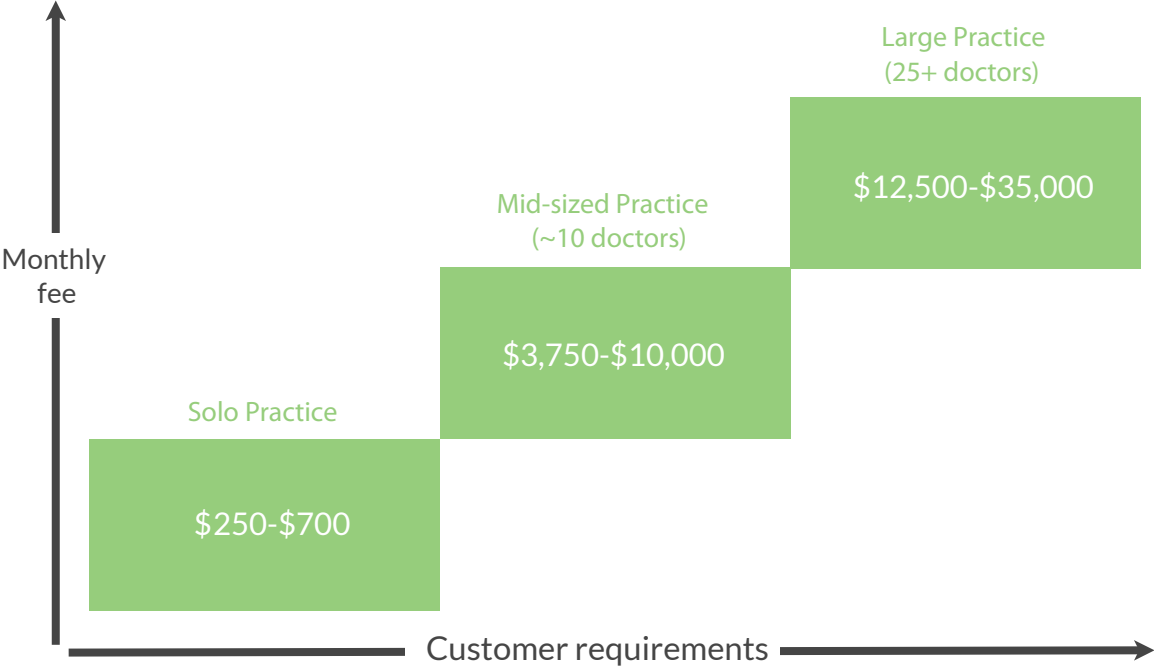
What is included in the vendor's offer list?

- Does the vendor offer an integrated solution or is it a standalone system?
- Is the training on-site, online or in the form of video tutorials?
- Does the vendor offer a Cloud-based EHR or the relatively costly Client hosted Model?
- Is the complete solution including add-ons and support services developed in-house?

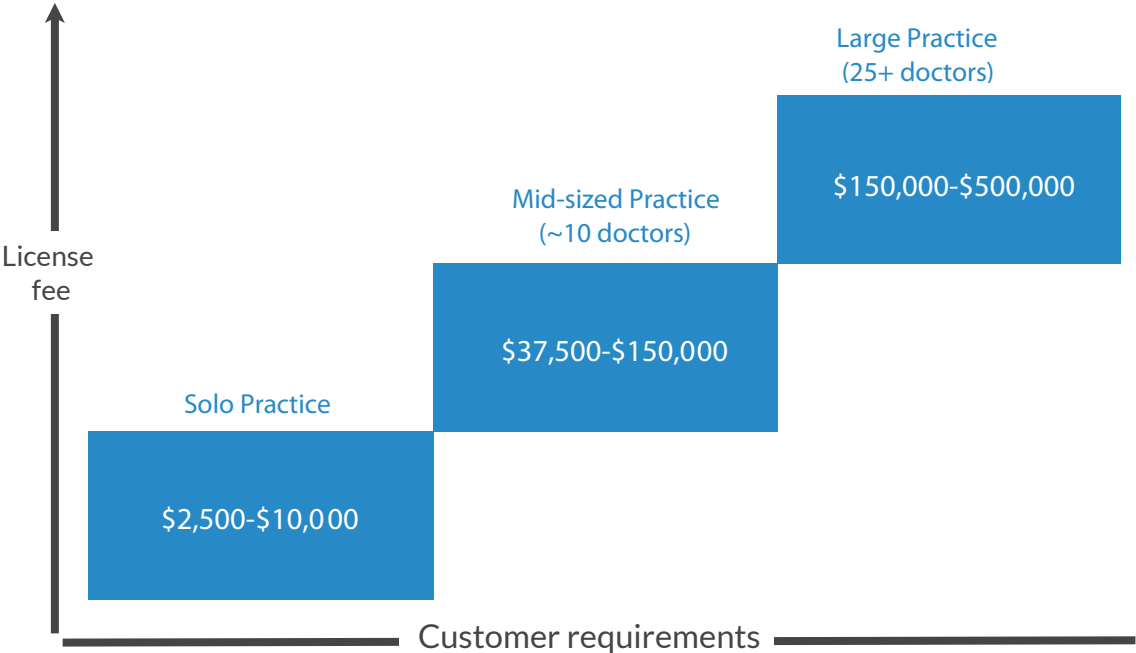
Pricing policy :

- Is the vendor's pricing model flexible?
- Does their pricing model require you to pay a huge amount up-front?
- Will I be charged for every service provided and software updates?
- Is the vendor known for nickel and diming its customers through hidden charges?

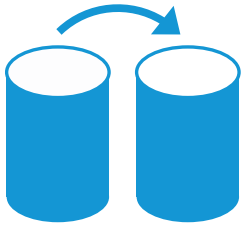
Subscription Price Ranges



Client Hosted Price Ranges

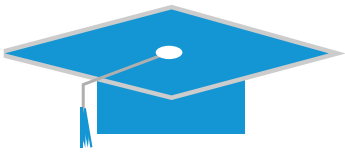


Additional Costs



Data migration

You can do this in-house however, many pay their vendor to transfer their data. Remember, not all clinical data can be transferred. Ask your vendor for more details .



Training

Ideally online training is included in the monthly subscription. You might have to pay extra for onsite training.



Hardware & IT

This is a major expense for server hosted applications. Especially if there is an upgrade like ICD-10, you might have to replace existing servers to accommodate the change.

Implementation and support services

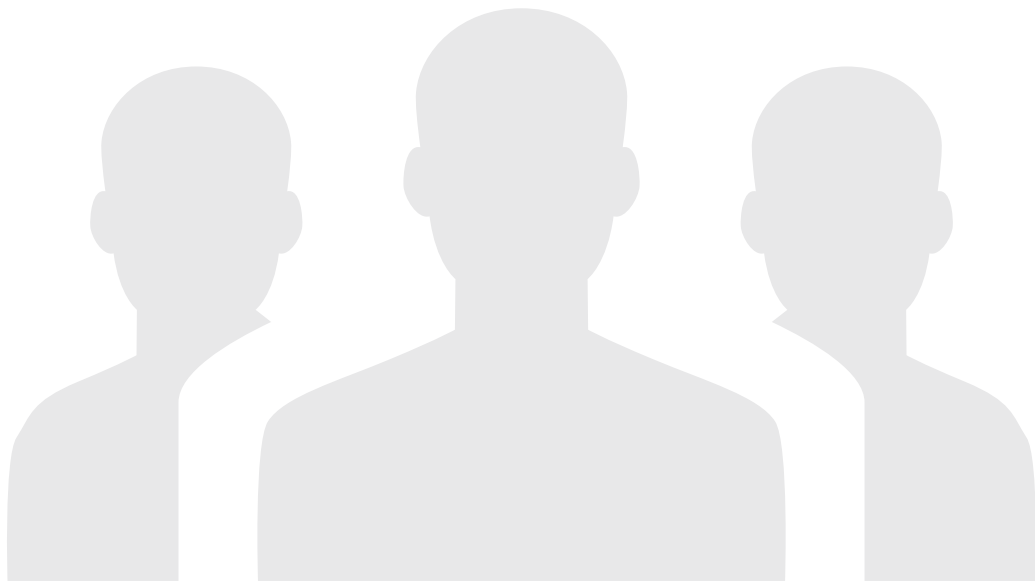
- Is the customer support offered 24/7?
- Do I have to maintain a server room for EHR implementation?
- Will the vendor dedicate an implementation team, familiar with my specialty requirements?
- Will a template specialist create customized provider notes for my practice?
- Does their customer support offer on-time service?



Don't Miss This

Practice Size

Some softwares are better suited to small practices, others to larger ones. EHR software is designed for a certain number and type of user, with scalability in mind. Make sure the software you select is appropriate for the number of physicians in your practice.



Systems Architecture

You can purchase EHR software that is installed directly on your computer servers on-site at your practice (“client-server”) or software that is located in the “cloud” that you access via the Internet (“cloud-based” or software-as-a-service -”SaaS”). Some physicians prefer client-server based EHR software since they feel more comfortable with HIPAA compliance when they control all the underlying data on their systems, despite the need to maintain and upgrade these systems periodically. Others choose cloud-based EHR software because it can be accessed almost anywhere through the Internet. However, you are reliant on your Internet connection, so you need to make sure the quality and consistency of your Internet service is high.



Certification

When selecting your EHR, you should make sure that it is tested and certified by an ONC-Authorized Testing and Certification Body (“ONC-ATCB”). The ONC (Office of the National Coordinator for Health Information Technology) is the responsible agency for establishing EHR certification standards and certifying vendor EHR products. This is a prerequisite to obtaining MU Medicaid and Medicare incentives for adopting an EHR, and avoiding penalties for not adopting one.



Want to learn more about [Family Practice EHR?](#)

Order a free consultation at [212-852-0279 Ext 384](tel:212-852-0279) or visit our [website](#).

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