

QUESTIONS TO ASK EHR REFERENCES

A list of questions like this one will help you to make the most of your opportunities to talk with other practices about their experience with the EHRs you're considering purchasing.

Background

- How many physicians/nurse practitioners/physician assistants are in your group?
- How many office sites do you have?
- What year did you go live?
- What practice management software do you use?
- Do you own your own lab?
Does the EHR interface with your lab?
- How many interfaces do you have with the EHR?

Provider usage

- What percent of your providers use the EHR?
- What functions do most/all of your providers use?
- Do your providers still dictate?
- What has been the most frustrating thing about the EHR for the providers?
- What has been the best thing?
- How much individual physician customization is there?
- Are you happy with the templates? Were they pre-loaded? How do they get modified?
- Have you saved money? Have you broken even?
- Does electronic prescribing work?
- Does e-faxing work?
- How have patients responded to the system?
- Can your physicians access the system from home? How do they do this?

Training & support

- How long does it take a physician to become fully trained/efficient in using the EHR?
- How long does it take a medical assistant to be trained?
- What kind of support system did you set up for the EHR? How many full-time support people are required?
- Have you been happy with the upgrades and support?
- Do you have an EHR committee? An IT medical director? Are physician "champions" involved in the maintenance, training and upgrading of your EHR?

Implementation & hardware

- Did the implementation go smoothly? How long did it take?
- Do you have a wide area network (WAN)? How much bandwidth is used?
- Was the EHR preloaded with CPT and ICD-9 codes? Was it preloaded with formularies?
- What hardware do the physicians use? What hardware do the medical assistants use?
- If you are using a wireless network, how well does it work?
- How much of the paper chart did you scan or input into the EHR? How did you do it?
- Do you still use paper? If paperless, how long did that take?

Satisfaction

- Would you buy this system again?
- What would you do differently?



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