



25 Questions to Ask EHR Vendors

- 1) How long has your company been in business?
- 2) How long has the EHR product been offered?
- 3) What were your total sales last year? Last quarter?
- 4) What is your total customer base? Of those, how many are new within the last year?
- 5) Does your company have user group meetings?
- 6) Is your software sold modularly, or does it need to be purchased as a complete package? What functions are available?
- 7) What operating platform does the product work on?
- 8) Is your software certified? Is it certified for the clinical quality measures I need to use to meet meaningful use requirements?
- 9) Will your company guarantee in the contract that the software will comply with all current and future federal and state mandates?
- 10) How are the licenses issued?
- 11) What is the cost per practitioner (or concurrent user) for the entire package?
- 12) What does the price include?
- 13) How much will on-going maintenance and upgrades cost?
- 14) What existing interfaces are up and running?
- 15) Can your software interface with our practice management system and at what cost?
- 16) Does training occur on site or at your facilities?
- 17) Is this training included in the overall cost?
- 18) Are you willing to be flexible with your training methods (eg, individual vs. group training) based on our needs?
- 19) Is your software tailored for certain specialties, and what customization, if any, is needed for the specialties in my practice?
- 20) At what point in the process does the salesperson transition to an implementation specialist?
- 21) How often will a support person be available once the system goes "live," in case of any system difficulties?
- 22) What is the frequency and depth of upgrades, and what is your process for enhancement requests?
- 23) What happens if the system fails?
- 24) Does this system work over the Internet, or do I need to purchase a server?
- 25) Does the system require regularly scheduled down-time for backups, system maintenance, etc.?