



50 questions you should ask before selecting an EMR vendor

1. Can you tell us about your company?
2. Can you tell us about your product?
3. Is it CCHIT certified? Which year?
4. How long have you been in business?
5. How many customers do you have?
6. What features does your product have?
7. What functionalities does your product have?
8. What is the price for the first physician license?
9. Do you offer discount for additional physicians?
10. Do you offer discount for non-physician users?
11. What is the total cost of implementation including hardware, networking, software license, installation, training, etc?
12. What is the monthly support fee?
13. Are there any hidden charges?
14. What is total cost of ownership over five years?
15. How can we calculate the ROI?
16. How long does it take for us to realize ROI?
17. Can you guarantee stimulus money?
18. How long does it take to implement?
19. Do you have a local partner to provide local support?
20. How soon will you respond to support issues?



21. How many days of training do you provide?
22. What is your daily rate or hourly rate?
23. Can you send us a proposal?
24. Can you do us a demo of your product?
25. Can you guarantee meaningful use?
26. Does your product comply with HL7, HIPAA, etc.?
27. Do you have a lab interface?
28. Do you have e-prescription?
29. What technology is used to develop the product?
30. How can we load the existing paper charts?
31. Do you have Patient Portal, Practice Management and Health Information Exchange?
32. Do you have templates specific for my specialty?
33. Can I customize the correspondence?
34. Do you have patient education?
35. Does it support local hosting and remote hosting?
36. Does it support tablet PCs and handheld devices?
37. What kind of reporting features does it have?
38. How easy it is to use your product? Is it user friendly?
39. What is your success rate?
40. Is your software meant for particular specialties?
41. Can you preload information about our practice, commonly used ICD codes, CPT codes, templates, etc. before going live?



42. Can it interface with the existing Practice Management system?
43. Do you offer free initial consultation?
44. How many employees are there in your company?
45. What can you tell about your management?
46. Does your company have any plans of merging with other company in the near future?
47. Do you have recommended hardware list?
48. Do you provide support for hardware, networking, etc.?
49. Do you have a strategic partnership with a local IT firm that can provide IT services and support to us?
50. Can we implement the project in phases?

Ask any questions specific to your practice. To get answers to all your questions call us or e-mail today.

