TEXAS MEDICAL ASSOCIATION

Health Information Technology

Practice Management Services

Electronic Health Record Selection Tool: Vendor References
Sample Questions

Here are some sample questions to ask practices that use the product you are considering.

Name of Practice:	
Contact:	
Phone:	
Location:	

Type of Practice

Specialty	
Number of providers and/or extenders	
Number of office staff and their roles	
Do you have internal IT staff? If so how many?	

History with Product

Why did you choose this product?	
When did you go live on this product?	

How have patients responded?	

Training

How long was training?	
Did you feel the training was worthwhile?	
Did you feel your trainer was qualified?	

Implementation & Support

How were issues handled during the implementation?	
Did the implementation go smoothly?	
How much time did you spend customizing the product?	
Were you happy with the pre-loaded templates?	
How did you transition from paper charts to electronic? How much of the paper chart did you scan or input into the EHR?	
How long did it take you to transition to a paperless office?	

How were issues handled after go-live?	
How would you rank support- fair, poor, good, great?	
How have updates affected your practice?	
How often are updates required?	

Product Usage

What percent of your physicians use the product?	
What functions do most/all of your providers use?	
How do your providers get data entered into the system? Dictation, data entry, voice recognition?	
Do your providers use this product remotely? How do they remotely access it? Does it work well?	
How many interfaces do you have with this product? What are the interfaces?	
What scheduling and billing software do you use?	
Do you interface with labs, radiology or pharmacies?	

Hardware

Was the hardware recommended by the vendor successful?	
Did you purchase any hardware through this vendor or buy it on your own?	
Do you use a wireless network? If so, does it work well?	
How much bandwidth does the product use?	
Have you had any problems with slow network issues or crashing?	
What kind of server do you use?	
What kind of workstations do you use?	
Do you use handhelds?	
Do you use scanners?	

Satisfaction

What has been the most frustrating part of installing and using this product?	
What is the best thing about installing and using this product?	
Would you buy this system again?	
Would you recommend this system to colleagues?	
What would you do differently?	
Have you achieve a return on your investment? What about increases in efficiency?	