

## Key Questions for EHR Vendor References

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### General

- Years using system
- Version of system currently using
- Modules/features purchased
- Modules/features currently using
- Problems trying to address with system
- Ability of system to address identified problems
- Number of staff using system
- Number of physicians using system
- Are physicians using full capability of system
- Reliability of system
- Other vendors & products considered
- Overall satisfaction with vendor
- Overall satisfaction with system
- Incentives for being a vendor reference
- Three things that would make system better

### Implementation

- Length of implementation
- Structure of vendor implementation staff
- Days implementation staff spent on-site
- Knowledge and skill of implementation staff
- Structure of practice's project team
- Amount of effort required of project team
- Management of project needs and members' additional responsibilities

- ❑ Hardware purchased and why
- ❑ Issues/problems with hardware
- ❑ Time and effort spent developing and customizing templates
- ❑ Time and effort spent preparing and customizing system
- ❑ Practice specific modifications made to system
- ❑ Vendor's receptiveness to modification request
- ❑ Vendor's ability to accommodate modification request
- ❑ Implementation on time and on budget
- ❑ Process for managing issues during implementation
- ❑ Problems during implementation and their resolution
- ❑ Process for transitioning to paperless
- ❑ Go-live plan and its success
- ❑ Roll-out plan and its success
- ❑ Loss of productivity and amount of time to regain pre-implementation levels
- ❑ Post-implementation problems and their resolution
- ❑ Lessons learned and advice

## **Interfaces**

- ❑ Interfaces practice currently has installed
- ❑ Time to install each interface
- ❑ Problems during installation and resolution
- ❑ Interface built from scratch or already exists
- ❑ Additional costs during installation
- ❑ Performance and reliability of interface
- ❑ Who responsible for troubleshooting and management of errors
- ❑ Lessons learned and advice

## **Training**

- Hours of training provided
- Training methods used (e.g., classroom, one-on-one, train the trainer, etc.)
- Training structured for different audiences/user types
- Training conducted on-site or off-site
- Knowledge and skill of trainers
- Quality of training material
- Additional hours of training required and, if so, how many
- Lessons learned and advice

## **Customer Support**

- Transition to customer support
- Availability of support staff
- Average response time
- Knowledge and skill of support staff
- Support after hours, on weekends, or holidays
- Process for identifying and resolving “bugs”
- Other support provided

## **Upgrades**

- Frequency of upgrades
- Frequency of service packs and patches
- Process for enhancement requests
- Disruptiveness of upgrades
- Who responsible for upgrade
- Problems with upgrades
- Lessons learned and advice