

The
FAMILY
PHYSICIAN'S
GUIDE
to
CHOOSING
an **EHR**



OVERVIEW

Family physicians are the primary source of care for patients and the starting point for specialty referrals in today's health care system, making it one of the busiest specialties in the sector. Family physicians work 50 to 70 hours a week in outpatient settings, spending too much of that time on tedious administrative tasks that could be streamlined with the right health IT solution.

At the end of the day, EHR software solutions should help physicians become more productive and profitable, while driving better outcomes. And for family physicians in particular, it's critical to ensure that EHRs meet core requirements like allowing you to handle heavy patient volumes, document multiple symptoms and conditions during a single visit, and track both acute and chronic conditions.

But with so many EHRs on the market – and so many vendors to choose from – how does a family physician choose the best EHR to meet these goals? The guide will assist you during the EHR selection process. Asking the right questions about both the product and the vendor is essential to adopting the optimal EHR solution for your office.



Basics

Questions to ask before purchasing an EHR:

- ☐ What are our motivations for seeking an EHR solution?
- ☐ What specific practice challenges are we looking to overcome with new technology?
- ☐ Who will be the regular users of the technology? Will they be involved in the buying process?

Product Checklist

Does the EHR help me work smarter and faster?

- ☐ Does the EHR help me document more patients daily? Does it have key capabilities like charting-by-exception, integrated order sets, and configurable templates for family medicine?
- ☐ Does the EHR software help me manage all administrative tasks that build up daily? Can I use the EHR to quickly administer medications, approve lab results, or read messages?
- ☐ Does the EHR make my practice more efficient? Can it give me insights into patient wait times and room utilization, or show me how patients are moving through my office in real-time?



Is the EHR truly intuitive?

- ☐ Is the EHR easy to use and learn? Is the software visually attractive? Does it reduce mouse clicks and minimize screen openings?
- ☐ Can I access my EHR 24/7 – in the office and at home? Does it reduce mouse clicks and minimize screen openings?
- ☐ Was the EHR built with input from physicians to work in real-world scenarios? Are workflows and screens truly built with clinicians in mind?

Will the EHR help me easily adapt to reform?

- ☐ Does the EHR give me real-time insight and reports? For instance, can it tell me how I'm tracking toward Meaningful Use incentives?
- ☐ Does the EHR system have support for upcoming coding changes and requirements, namely ICD-10?
- ☐ Will the EHR easily scale and effectively handle higher patient volumes as my practice grows through M&A or other ACA changes?



Vendor Checklist

What's the scope of the vendor's offering?

- ☐ Is the vendor a one-stop shop for integrated healthcare IT solutions? Do they also offer practice management and patient portal solutions, and does the EHR seamlessly integrate with these two solutions?
- ☐ Does the vendor develop its own suite of software or is it a result of acquisitions being bolted together?

What are the vendor's pricing policies?

- ☐ Will I have to pay a large, up-front fee for the EHR with expensive ongoing maintenance? Or does the vendor offer an affordable pay-as-you-go pricing model for the EHR?
- ☐ Will I have to pay for software updates?



What does implementation and support look like?

- ☐ Will I have to install and maintain expensive, in-house hardware and software for my EHR? Will I have a dedicated implementation specialist or team who will help me get up and running?
- ☐ Can I speak to a live person if I have questions? Is technical support based in the U.S. or is it based overseas?

Conclusion

As a family physician, you provide care to a wide variety of patients on a daily basis, so it's imperative you adopt an intuitive solution designed for speed that integrates well with your practice's workflow and goals. Asking yourself these questions is essential to avoid joining the 92% of physicians frustrated by their EHR's lack of usability.

Once you've found a trustworthy EHR vendor with a product that addresses your practice's needs, the path to boosting productivity, profitability and patient outcomes becomes substantially easier.



CareCloud is a leading provider of web-based practice management, revenue cycle management, electronic health record (EHR), and medical billing software and services for medical groups. The company's products are connecting providers to one another – and to their patients – through a fully integrated digital healthcare ecosystem that can be accessed on any browser or device.

CareCloud is helping thousands of physicians to increase collections, streamline operations and improve patient care in 45 states. The company was named a winner of IBM's SmartCamp Silicon Valley 2010 for its innovative technology and has raised \$44 million in VC funding from Intel Capital, Norwest Venture Partners, and Tenaya Capital. To learn more about CareCloud, please visit www.carecloud.com.

1-877-342-7519 – hello@carecloud.com