# Key Questions to Ask Your Prospective EHR Vendor



## **Implementation Considerations**

What specific experience does your firm have implementing, deploying and supporting solutions for an organization like ours?

After contract signing, how long will it be until implementation?

Can you tell us about a few implementation success stories?

What is the average industry experience of your implementation resources?

How often will resources be reassigned to our organization?

## Organization-Centric

What is your company's history of serving clients like ours?

Have you experienced any recent workforce or hiring reductions?

What is your experience in supporting multiple products?

How responsive are your product development and customer support teams?

Do you maintain leadership roles with the Software and Technology Vendors' Association?

## **Product Focused**

Is your EHR MU2 certified?

Do you have plans to achieve MU3?

Is your software a second generation technology?

Does your EHR feature an integrated platform or multiple modules?

How much of your EHR's functionality is outsourced?

Is your EHR configurable or strictly 'out of the box'?

Is all demo'd functionality live or demo only?

Does your EHR feature mobile (disconnected) options?

What does your track record for system uptime look like?

How easy is it to get information and reporting out of the software?

How many clients have abandoned your product?

#### Miscellaneous Need-to-Knows

As a vendor, what do you believe are major mistakes that other customers have made in the solution selection process and how would you propose we avoid those pitfalls?

What is the quantity and quality of the staff that would be dedicated to our implementation process and subsequent long term support of your product?

Where do you see the industry moving in the next five to ten years and what role does your firm plan on playing during that time period?