

Choosing an Electronic Health Record: Tip Sheet

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With so many Electronic Health Record (EHR) systems out there, how to choose which one is right for you?

Check out the features below that will help you make a decision that works best for you and your practice.

Needed Features

- Determine the features you need like patient files, financial records, insurance submission, credit card processing, and telehealth.

Ease of Use and Applicability

- Test a number of systems with the same data for at least 3 different hypothetical patients.
- Test a number of systems but log in as a hypothetical patient to see their user experience.
- Determine if your current hardware can easily work with the platform in all locations and with all devices that will be connected to it.
- Determine which system is easiest to use and most intuitive.
- Produce multiple reports to assess if you can get the information you need aggregated as it is related to patient demographics, outcomes, referral sources, insurance carriers, etc.
- Test the billing capability of the system and its ability to generate accounts receivable reports with multiple payers on an account, different percentage of payer responsibilities, and perhaps different types of payment such as fee for service and contracted fees
- Determine if you want the EHR to be integrated with insurance submission platforms and if so, how compatible the system is with the requirements of your payers.

- Assess how difficult will the training and on-boarding process be?
- Determine how easy it will be to upload your current data to the new system.
- Be sure you understand and can fully operate the system.

Data Security and Ethical Considerations

- Assess the security of the system. Who in your practice, and at the host's site can see your patient data?
- Will the host sign a HIPAA Business Associate Agreement (BAA)?
- How will you assure you can get your data if you change platforms?
- Determine how you will notify patients about risks associated with the use of technology.
- What are the platform's provisions for data redundancy? Are copies of your data mirrored in multiple data centers or just housed in one location?
- Is your data encrypted in transit and at rest?
- Who has the encryption key to your data?
- What security features are present on the host platform and what security problems have they had in the recent past?

Storage Considerations

- What storage capacity do you need now and for the next 5 years?
- What are the processes for automatic and manual backup of data?
- Can you back up the data yourself?

Product Development

- How often are updates provided?
- When was the last update?
- Are you charged for updates?

Cost

- Determine the costs of each platform that includes all the features you need.
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The practice of your dreams can be your reality. If you're looking for personalized guidance or more on this topic, consider a one-on-one consultation with a TPI consultant. Contact us at support@thepracticeinstitute.com to arrange a convenient time.

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