



## **25 Questions to Ask Other Providers about Their EHR**

- 1) Why did you choose this product?
- 2) When did you “go live” with this product?
- 3) How long was training and did you feel it was worthwhile?
- 4) How were issues handled during the implementation?
- 5) How did implementation go?
- 6) How much time did you spend customizing the product?
- 7) Did you use preloaded templates?
- 8) How did you transition from paper charts to an electronic system?
- 9) How were issues handled by the vendor after you went live?
- 10) How would you rank support from the vendor?
- 11) How often are updates required?
- 12) Are all of your providers using the system? If not, why?
- 13) What functions do your providers use the most?
- 14) What input devices do you use?
- 15) How many interfaces do you have with this product? Which ones?
- 16) What hardware did the vendor recommend?
- 17) Were those recommendations helpful and did you follow them?
- 18) How did you acquire the needed hardware?
- 19) Have you had any problems with the network being slow or crashing?
- 20) What kind of server do you use?
- 21) What has been the most frustrating part of installing and using the product?
- 22) What has been the best thing about installing and using this product?
- 23) Would you recommend this product for a practice like ours?
- 24) Have you achieved a return on investment?
- 25) Have you seen increases in efficiency?