

How Do You Choose the Right EHR for Your Agency?(Part 1 of 2)

:: make a list of the items that matter most ::

For example, if you don't do your own billing, you'll want to communicate that immediately to a potential system's sales team so they can connect you with the right product.

If the most vital issue to your agency is ensuring that you don't use expired authorizations or that you can run a report showing which clients have no-showed for appointments, you need to let your prospective EHRs know immediately, so you don't waste time considering software that can't do what you need most.

Once you identify the backbone of your agency's needs, you'll have a much easier time weeding out systems that may not deliver.



:: create an email template of these vital necessities ::

Write up a brief description of the current flow of your organization: an overview of how you see clients, what records you keep, and what protocols you routinely utilize.

Craft a wish list of what you want for the future: ie, what you're hoping to change in your day-to-day operations in the next year, a few years down the road, and over the next decade.

Knowing what you need now - and what direction you want to take going forward - serves two purposes. It can offer clarity in choosing the right program; and it helps the sales people you talk provide information relevant to your long-term success.

Ideally, you want to be on a system that grows *with* your organization. It should not only satisfy your current needs - but also support your evolving goals & growth over time.



:: add a request for specific pricing ::

What are the initial startup costs? Are there any ongoing fees? And exactly what do these prices cover? How much does it cost for training? Are there fees for ongoing customer service, once training is finished?

When you have staff turnover, are you expected to train new employees, or does the EHR vendor provide that? And if they provide it, does it cost extra?

How are training and support handled? Can you reach customer service on the phone, or can you only send an email - or submit a Help Desk ticket? Are you required to watch training videos before you can ask specific questions? Add these questions to your email template.

These details can make a massive difference in whether or not your staff is able to truly utilize the system. It doesn't matter how amazing of an EHR you buy; if you don't know how to use it properly, it's not adding value to your agency - and may actually *decrease* efficiency.

Check out Stellar Support for details about what to consider - and ask vendors - when weighing this crucial aspect of EHR.

When choosing software, you should always factor the quality and cost of training & customer service into the price. They can be more crucial than the program itself.

A tool is only as good as your ability to use it!



mental health break

We'd like to share a simple fact that brings us joy:

The elements that we are composed of were formed in the interiors of collapsing stars. We are all literally made of star dust...



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& *integrity* when choosing an
electronic health record.....



is the company to choose.”



– Emily H.
EHR Administrator & Trainer

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