EHR Vendor Reference Report

MARYLAND HEALTH CARE COMMISSION

Alma

2012

All information obtained from references provided by vendor.

Reference Survey

How long have you used the EHR from [Vendor's Name]? _____ (months/years)

The following questions are rated 1-5, where 1=poor, 2=fair, 3=good, 4=very good, 5=excellent and N/A Not Applicable.

How would you rate the cost to benefit of the EHR to your practice? 1 – 2 – 3 – 4 – 5 – N/A

How would you rate your satisfaction with the EHRs ability to:

1) **Review patient charts**
2) **Update and document patient charts**
3) **Order tests and review**
4) **Prescribe electronically**
5) **Provide clinical decision support (e.g., drug warnings, preventative care reminders, etc.)**
6) **Provide clinical/quality reporting (e.g., pay-for-performance, Bridges to Excellence, etc**

How would you rate the vendor on:

1) **Implementation**
2) **Training**
3) **Support**
4) **Service**

Would you purchase this system again? □ Yes □ No

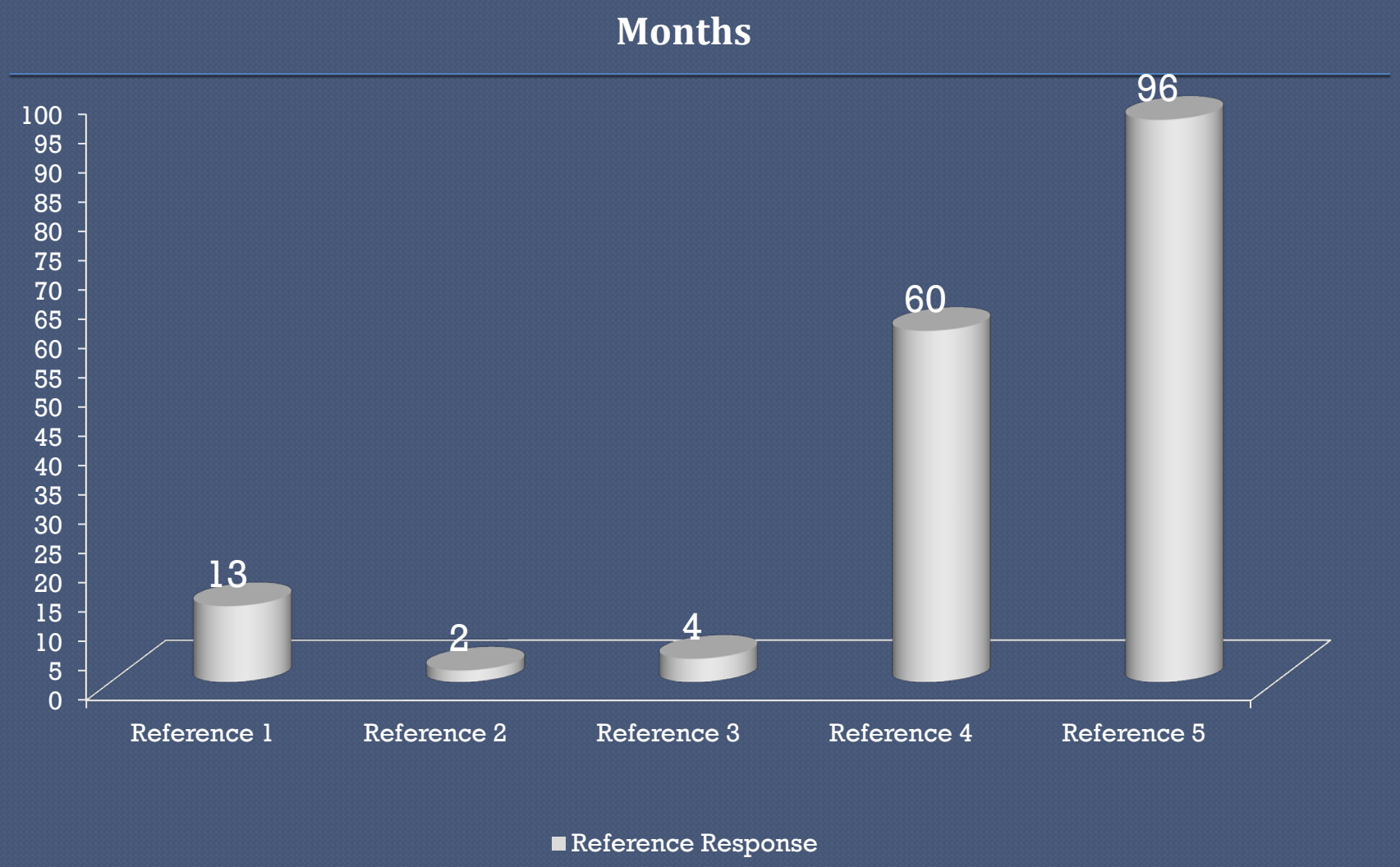
Would you purchase from the same vendor again? □ Yes □ No

All information obtained from references provided by vendor.

Product Evaluation

All information obtained from references provided by vendor.

How long have you used the EHR?



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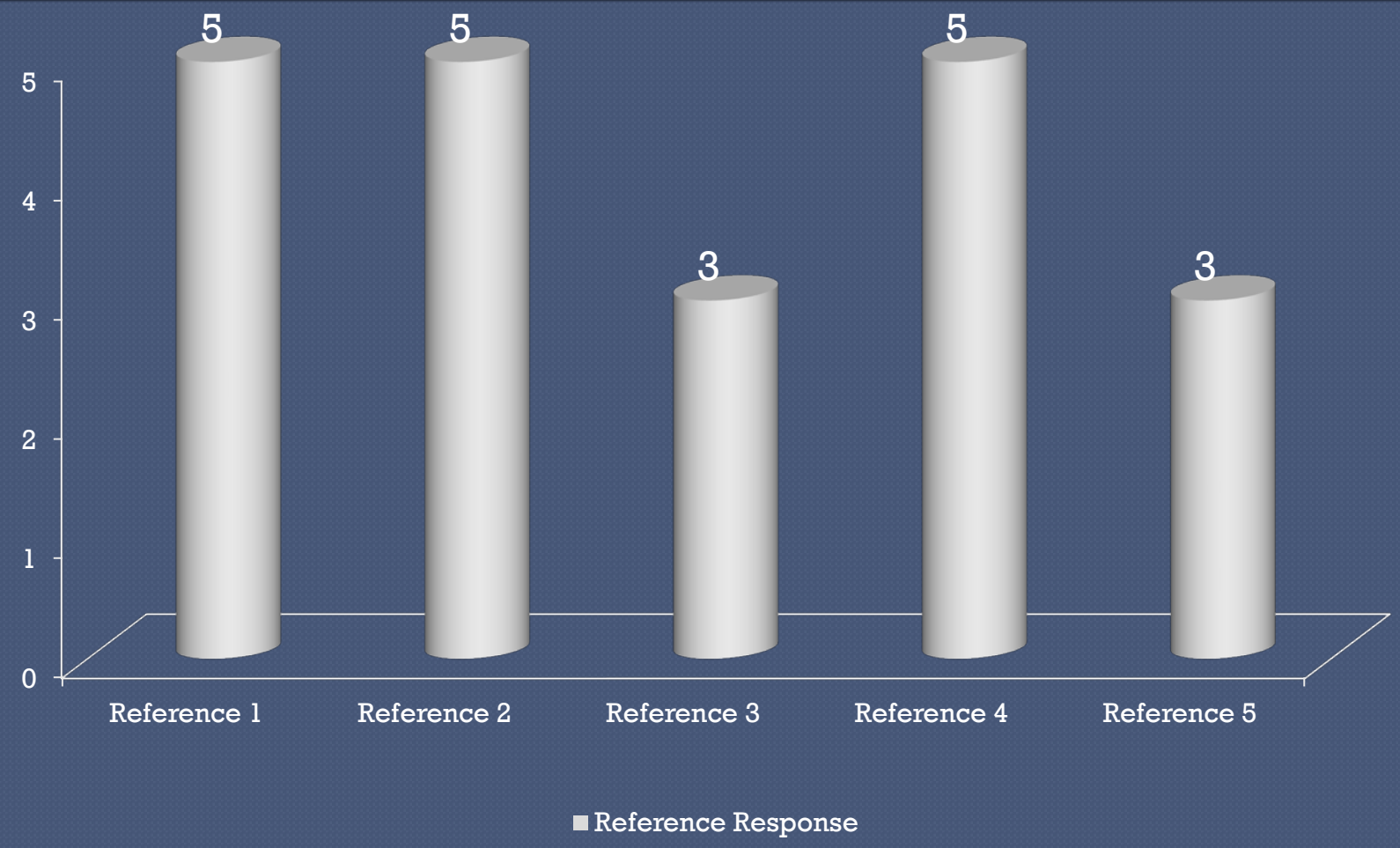
How would you rate the cost to benefit ratio of the EHR?



Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

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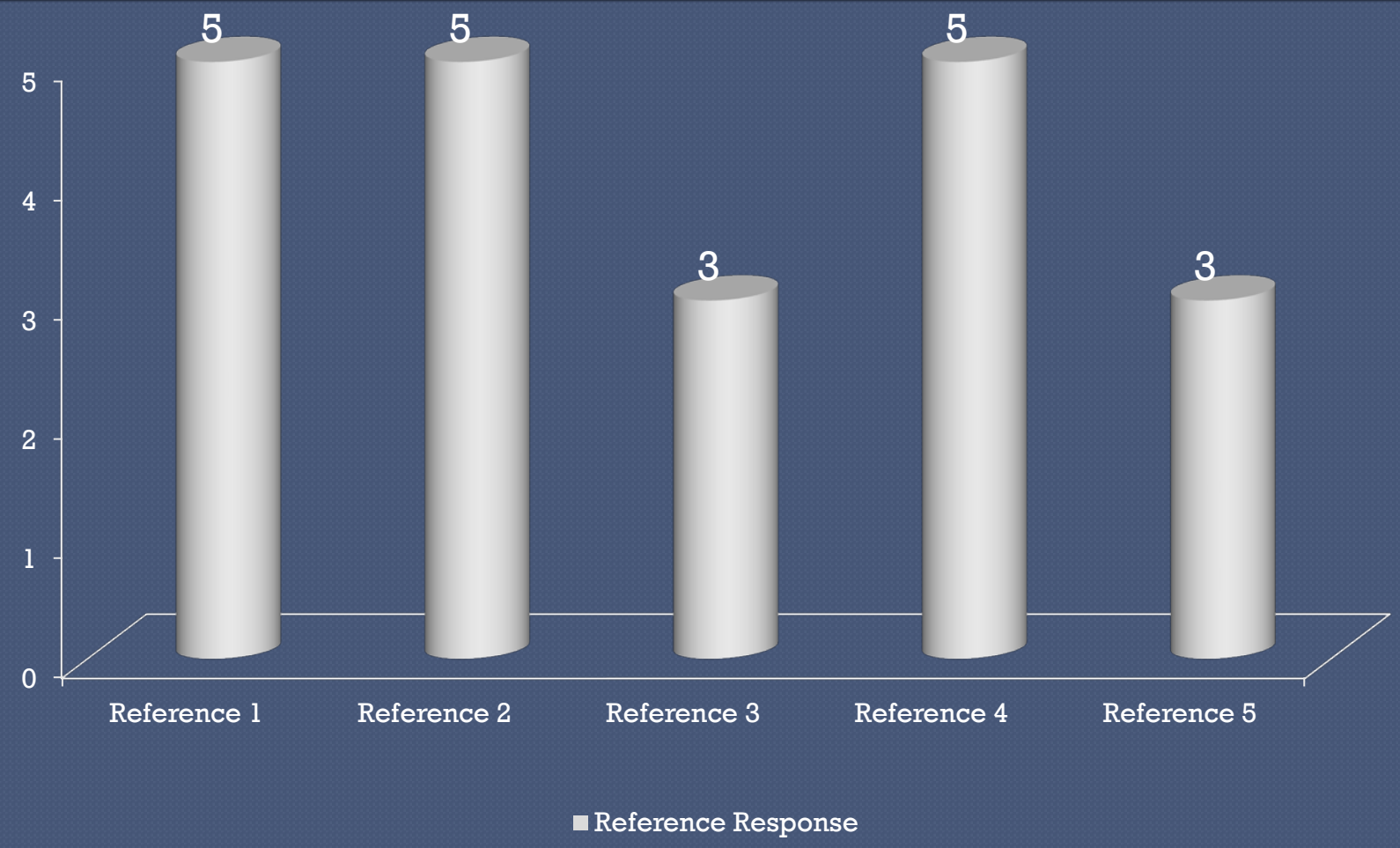
How would you rate your satisfaction with the EHRs ability to review patient charts?



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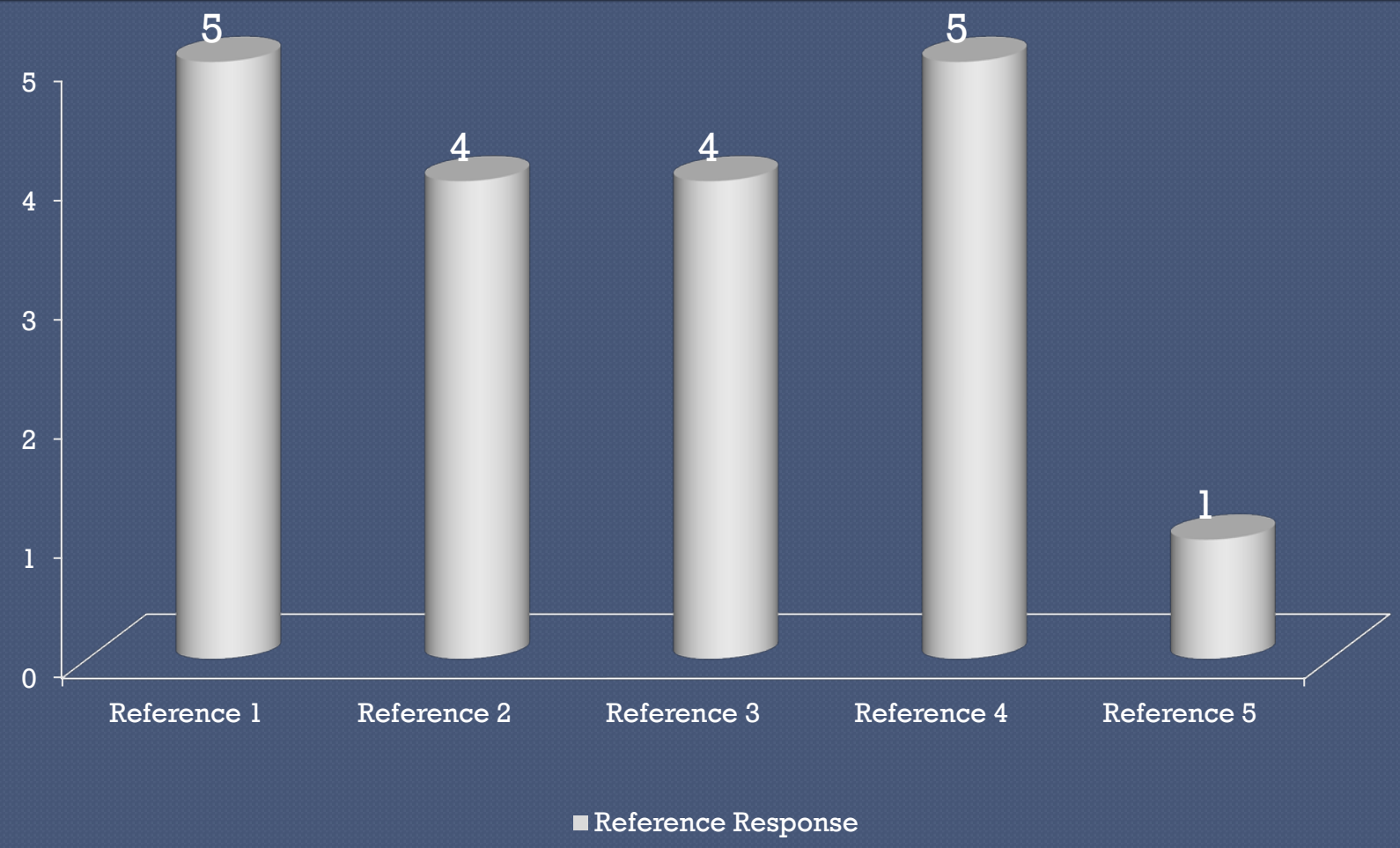
How would you rate your satisfaction with the EHRs ability to update and document patient charts?



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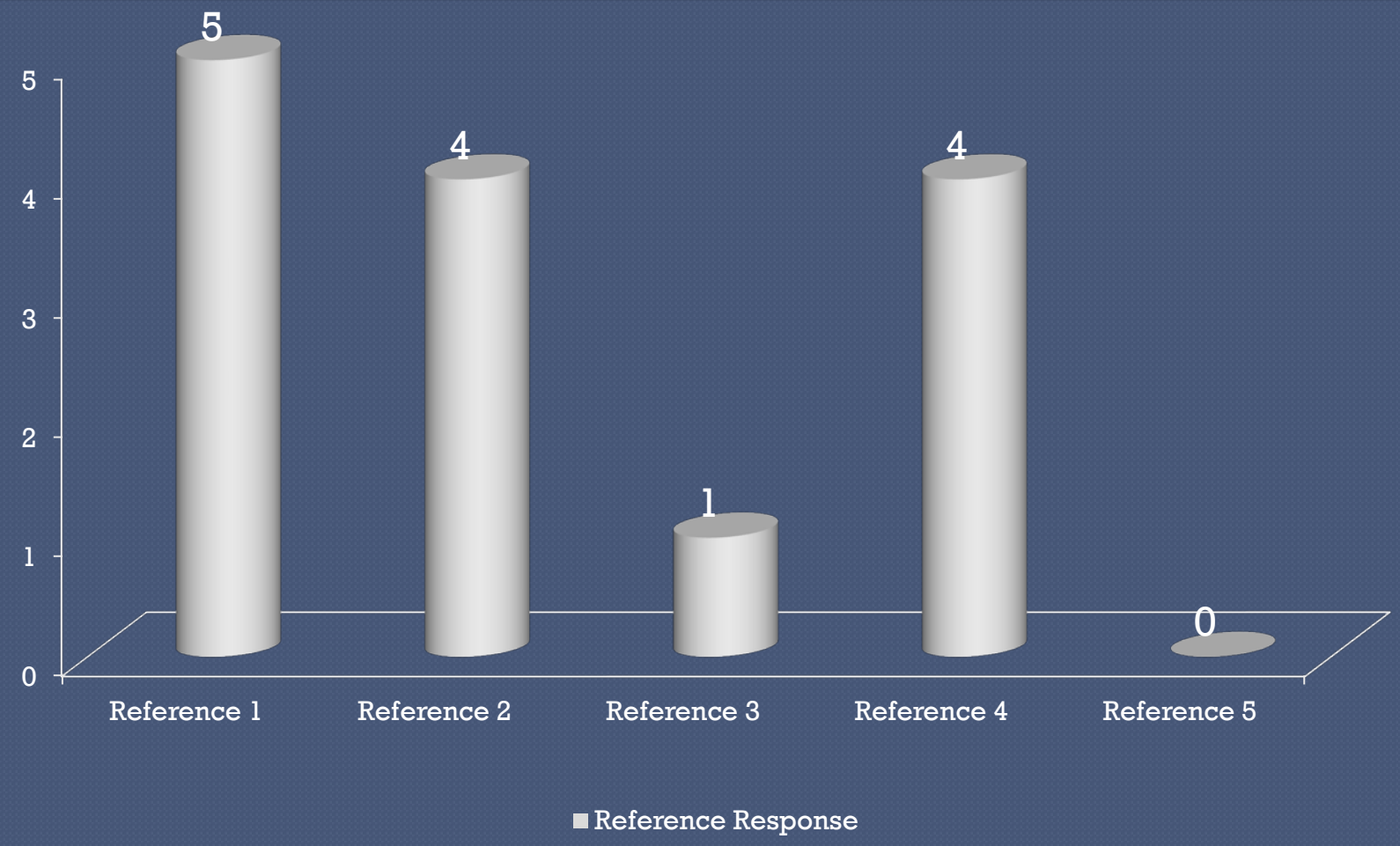
How would you rate your satisfaction with the EHRs ability to order tests and review results?



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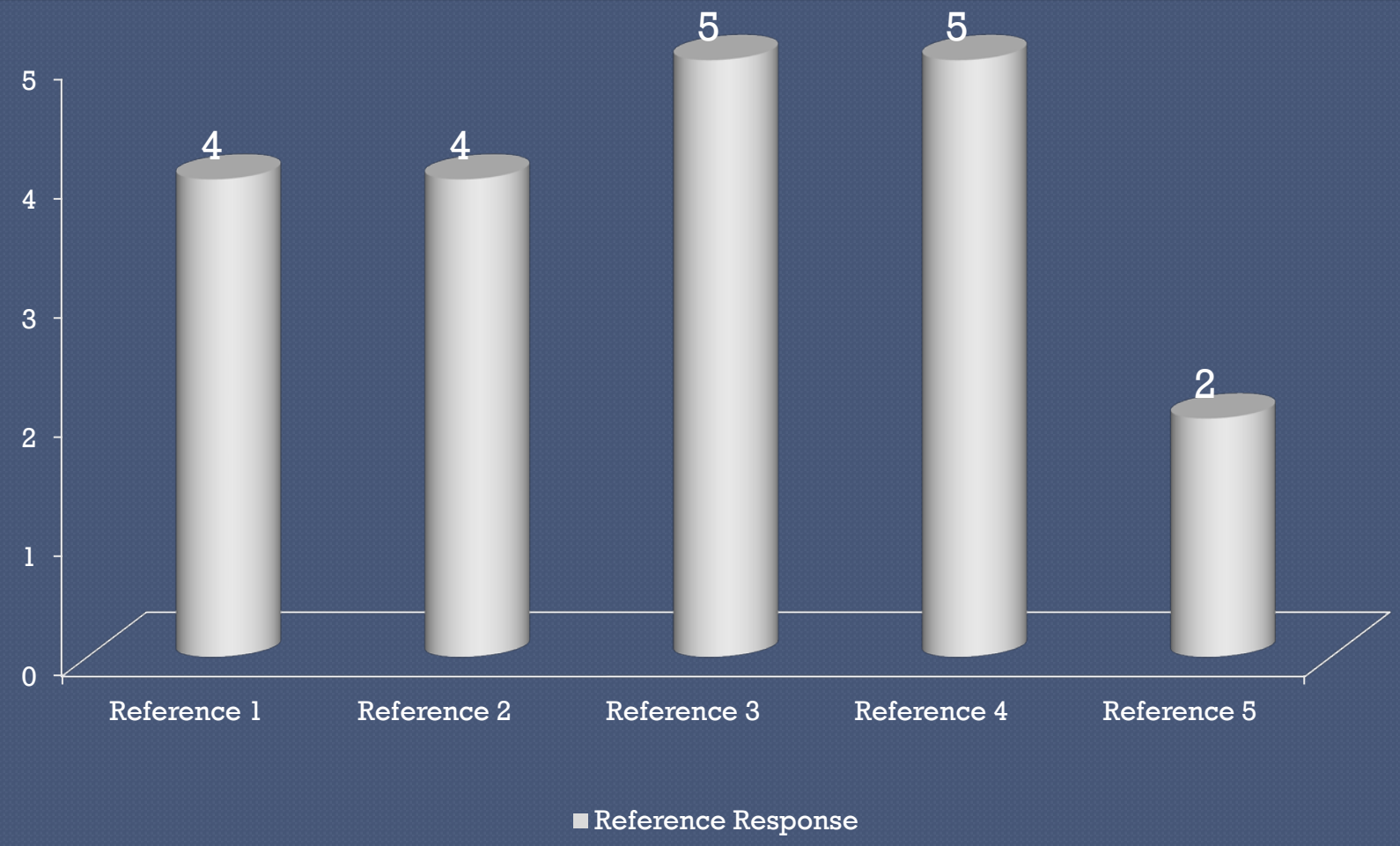
How would you rate your satisfaction with the EHRs ability to prescribe electronically?



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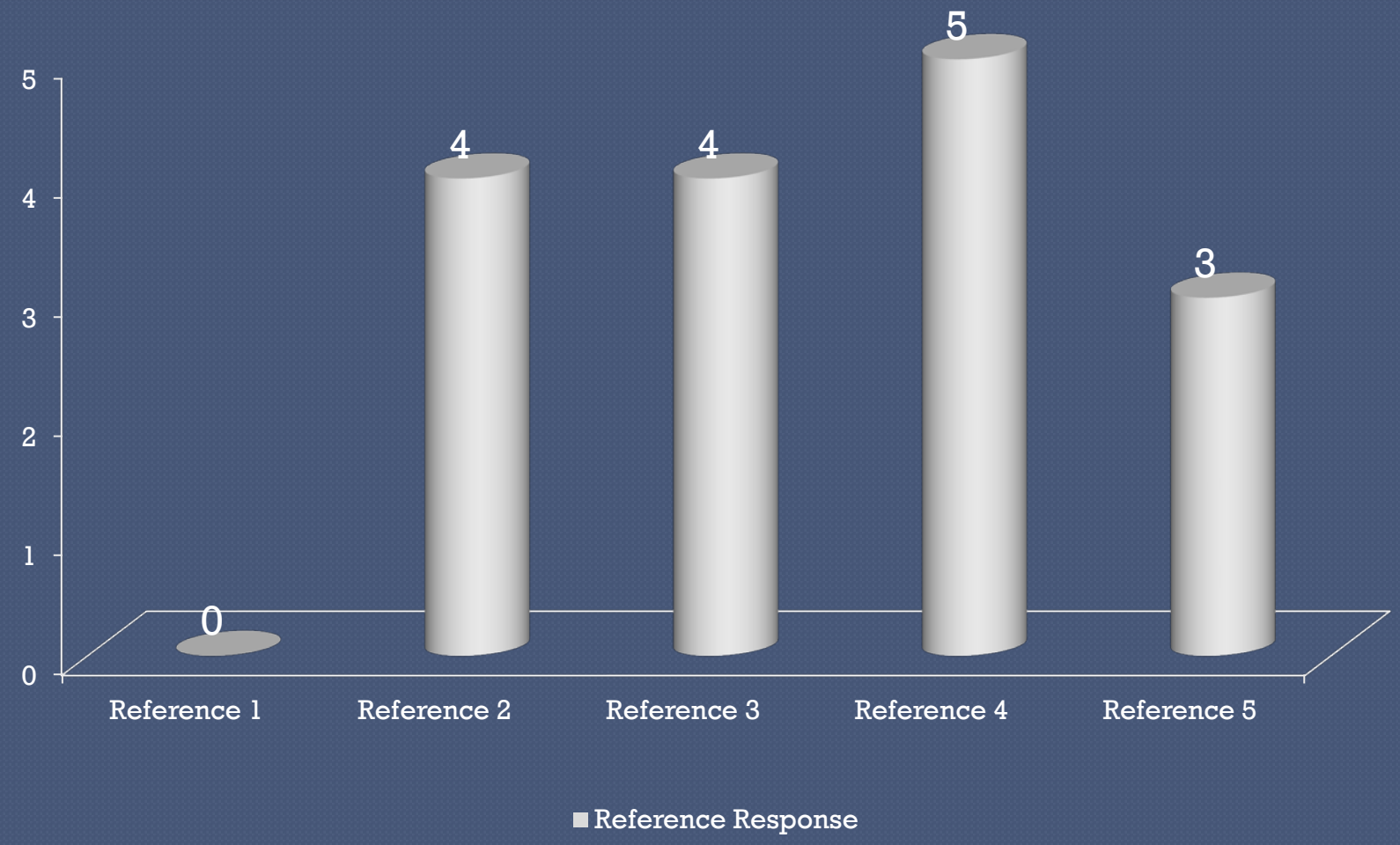
How would you rate your satisfaction with the EHRs ability to perform clinical decision support?



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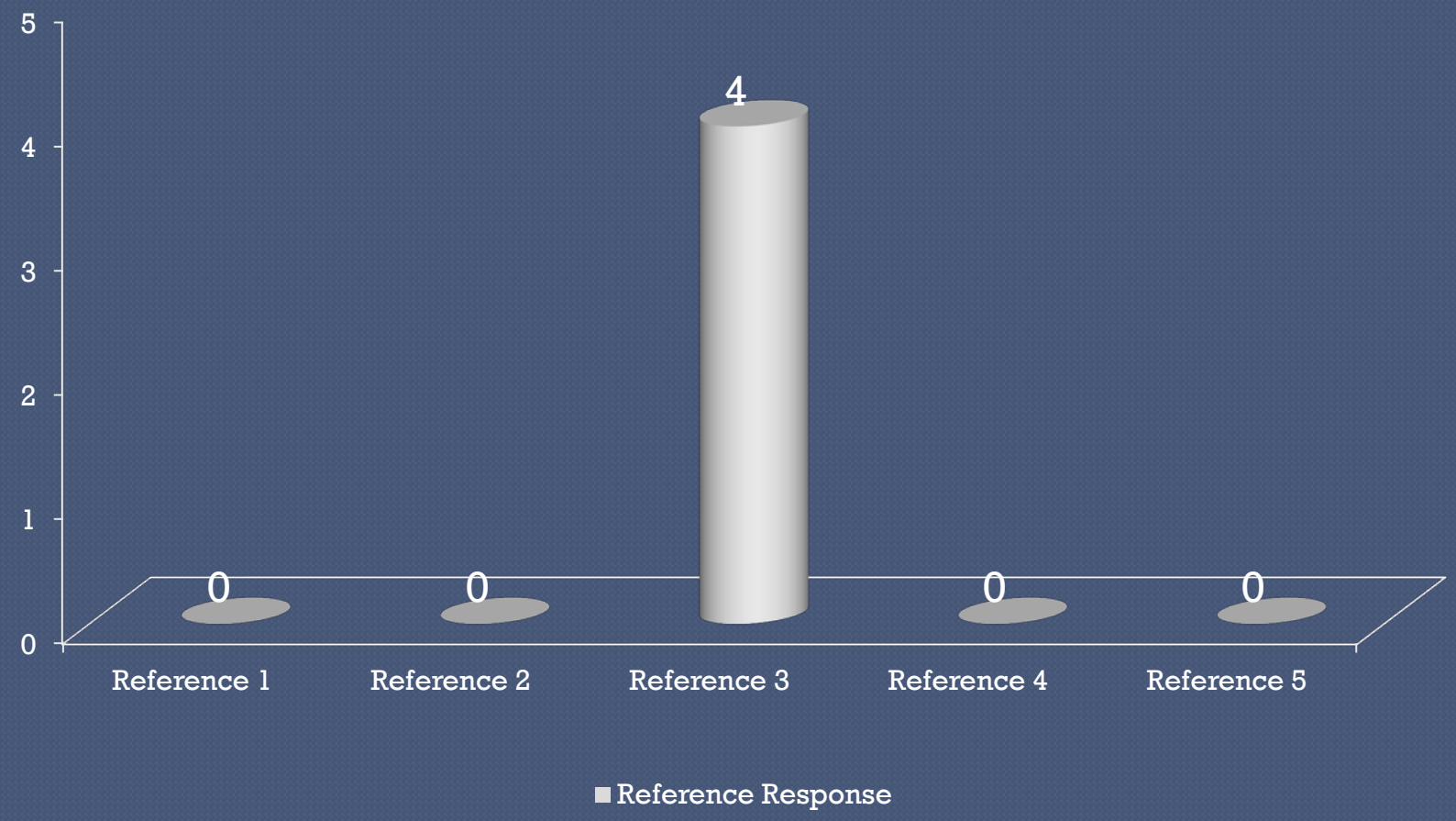
How would you rate your satisfaction with the EHRs ability to perform clinical and quality reporting?



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Vendor Evaluation

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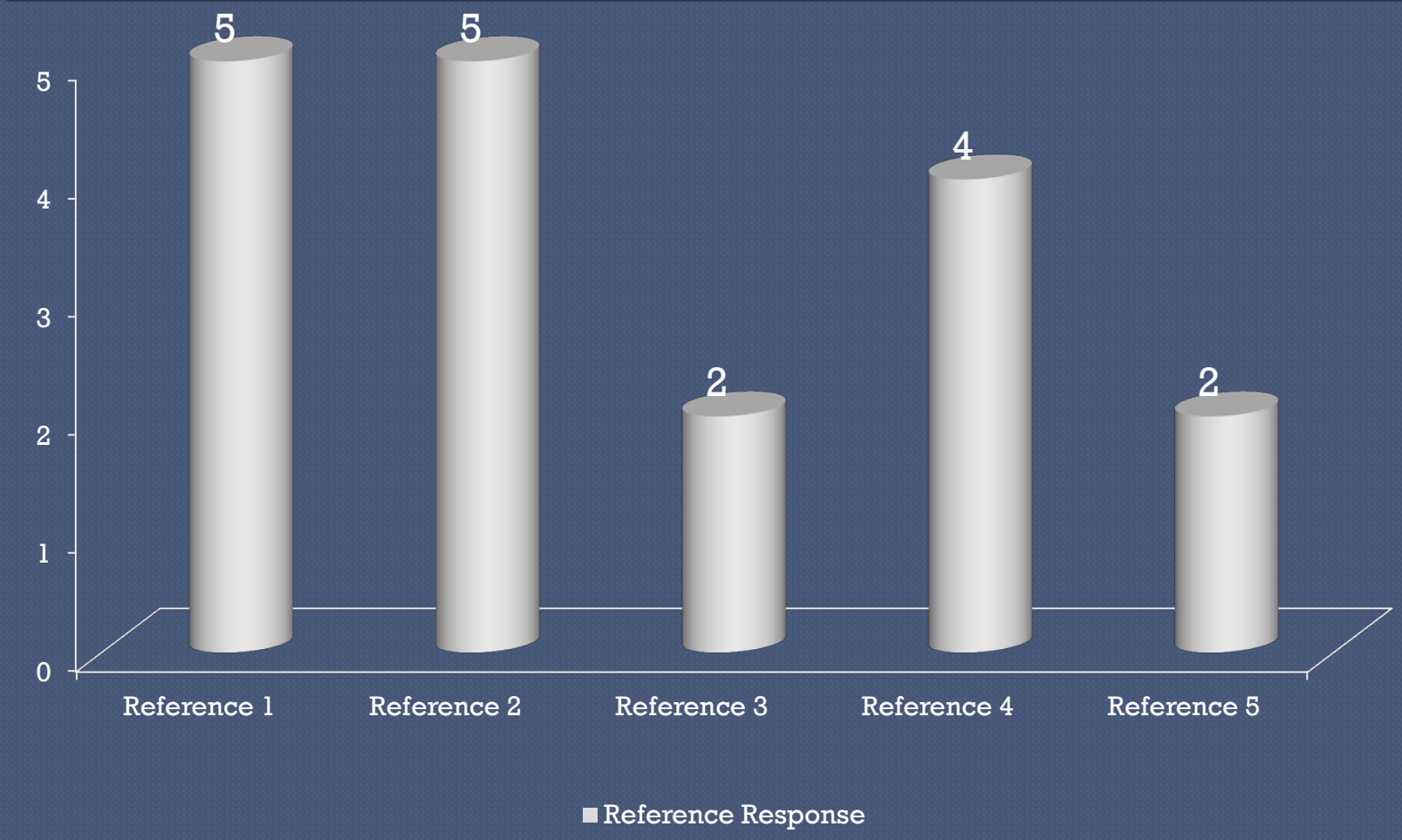
How would you rate the vendor on implementation?



Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

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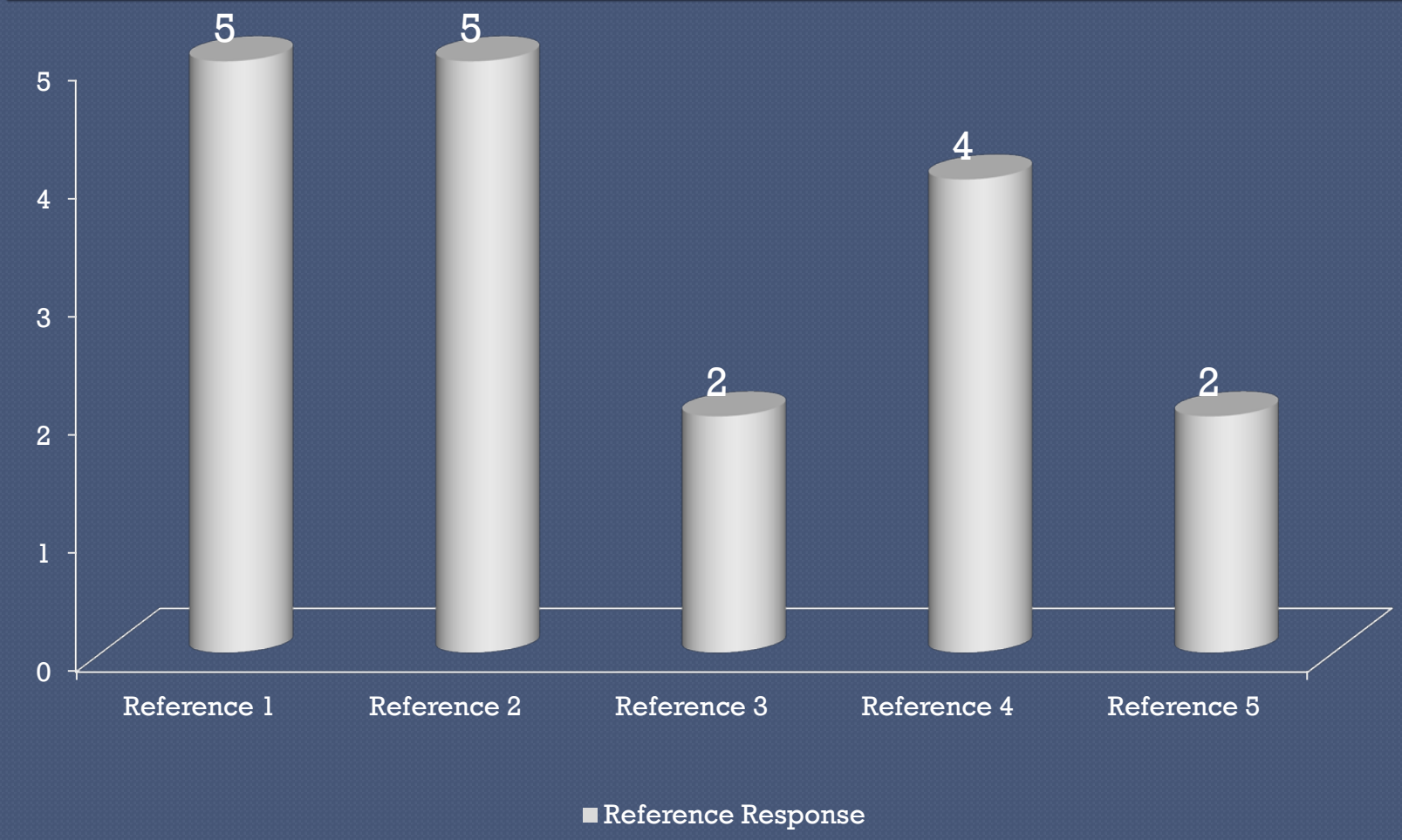
How would you rate the vendor on training?



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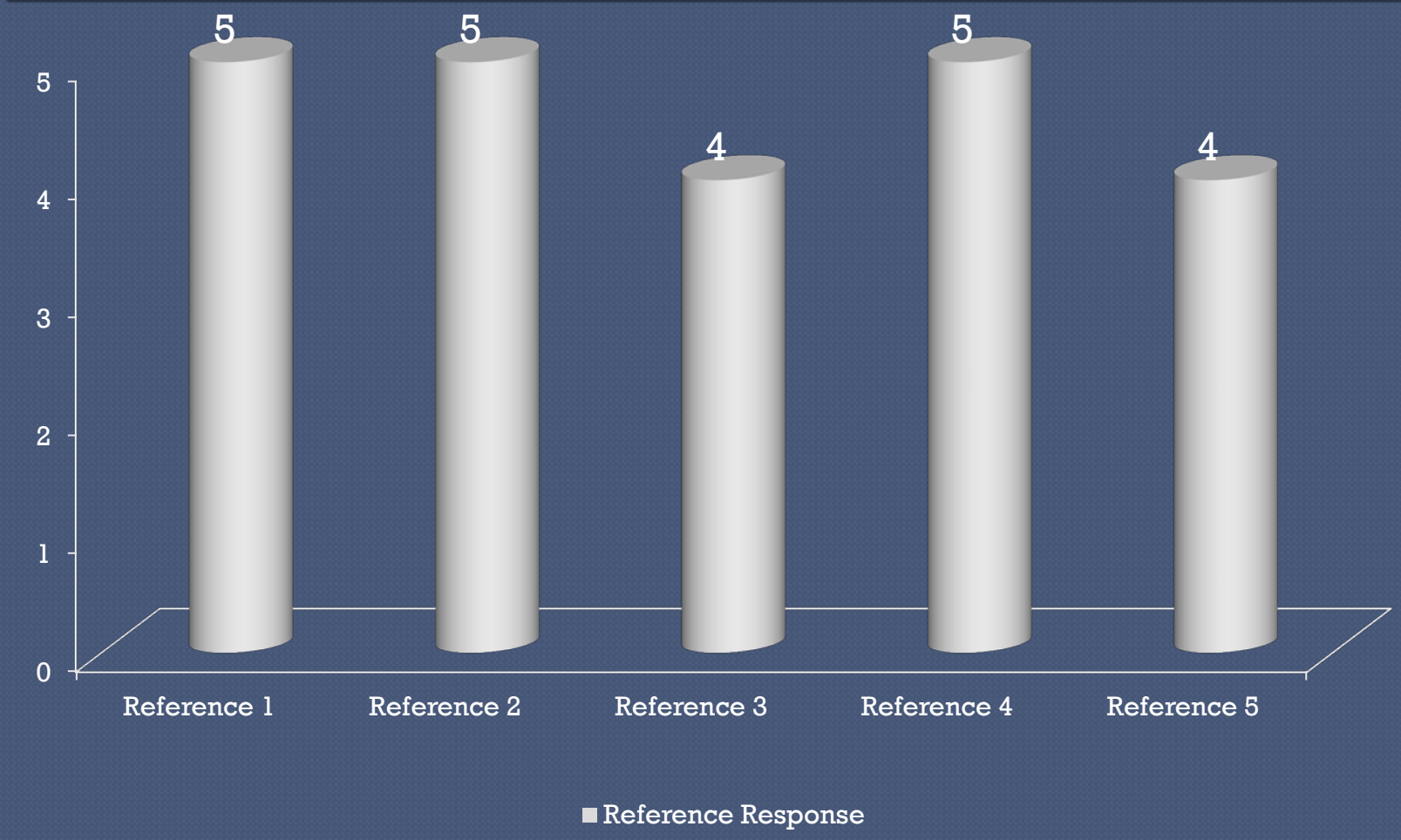
How would you rate the vendor on support?



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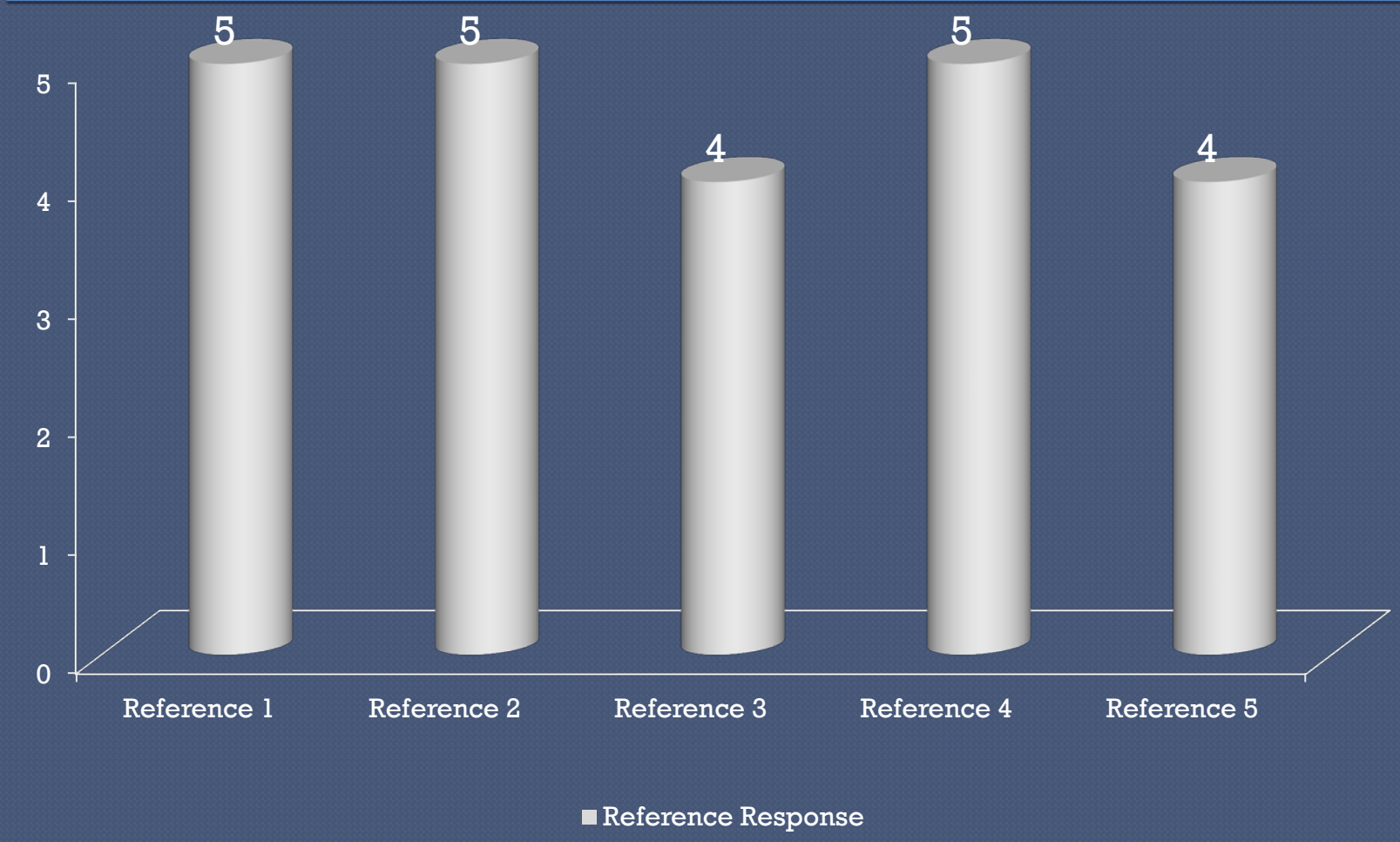
How would you rate the vendor on service?



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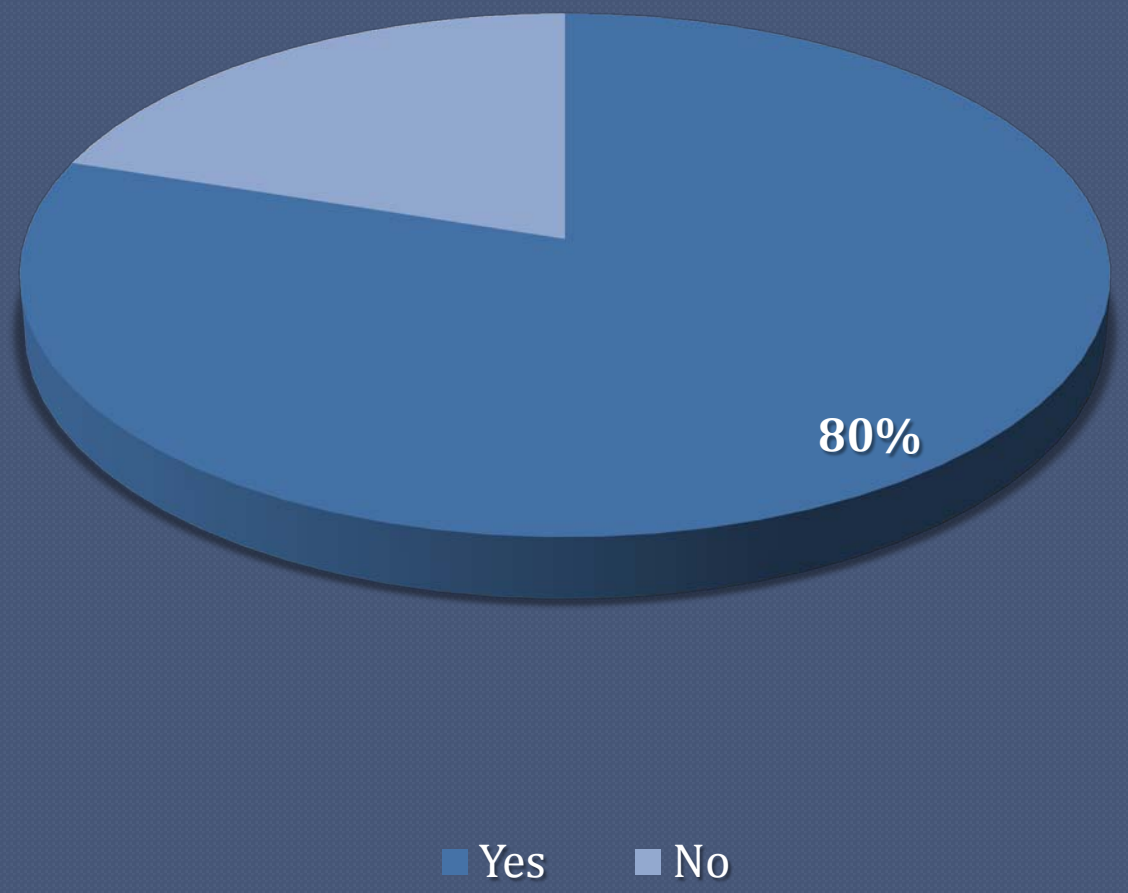
Would you purchase this system again?



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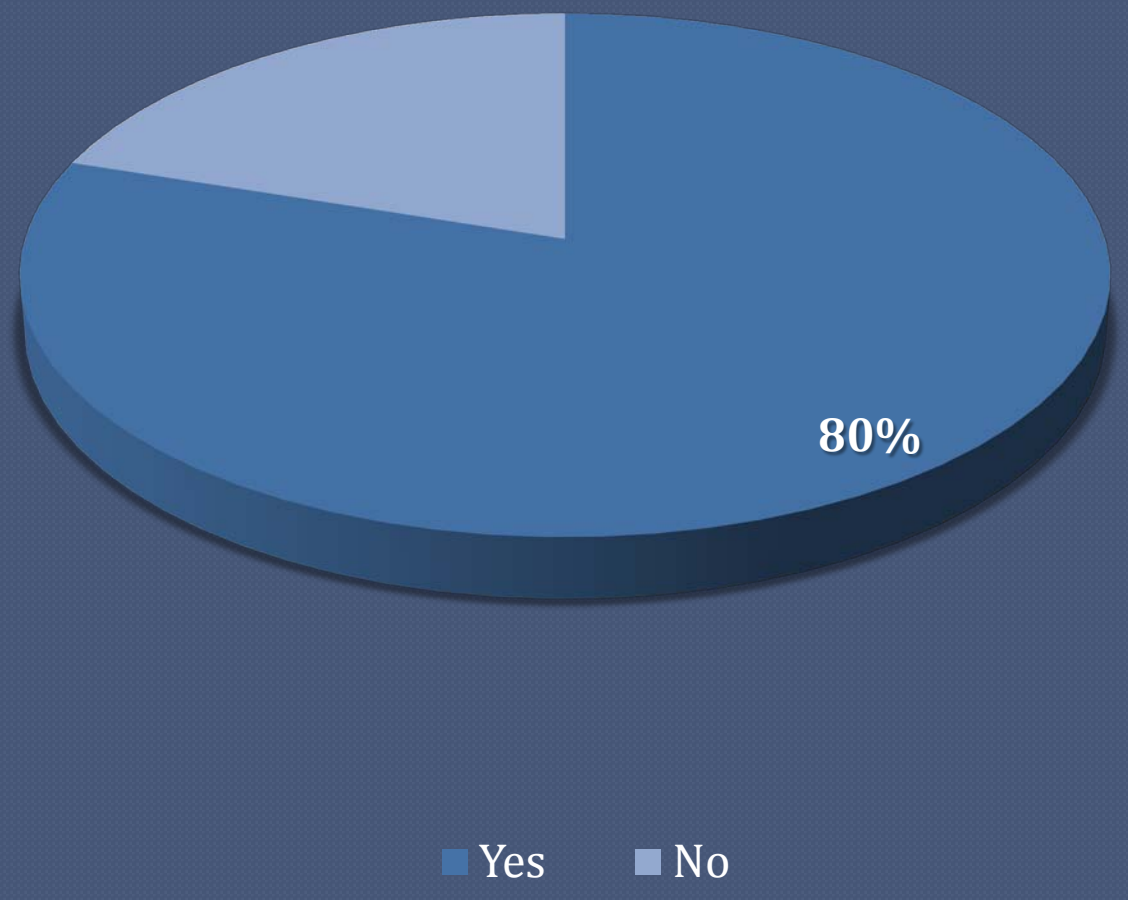
Would you purchase from the same vendor again?



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For more information visit:

http://mhcc.maryland.gov/electronichealth/ehr/ehrvendors.html

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