

11 CONSIDERATIONS WHEN SWITCHING ORTHOPEDIC EHR SYSTEMS

Thinking about making the switch to a new electronic health records (EHR) system?

As healthcare continues to move change at an exponential rate, it can prove challenging to keep up while simultaneously providing patients with quality care and creating synergy across your offices.

Here are some of the top factors to consider when evaluating EHR systems to help make the right decision for your orthopedic enterprise practice in the ever-changing healthcare landscape.

Call 561-235-7503 or visit modmed.com/ortho-enterprise for details.

1. EVALUATE YOUR ENTERPRISE PRACTICE'S NEEDS

Ask yourself and key stakeholders these questions.

How many providers and additional users will utilize the system? Will you need project management help to build scalable implementation models for deployment of new practice acquisitions? How much training will your teams need to truly succeed? Knowing your practice's answers to these questions ahead of time will help prepare you for the decision-making process ahead.



Have additional questions or want to learn more?

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2. CHOOSE AN EHR WITH TELEHEALTH INTEGRATION FOR YOUR MOBILE AND DESKTOP DEVICE

Patient engagement is critical in today's healthcare environment.

Today, telehealth is being utilized more than ever to help orthopedic surgeons continue to see patients. Choosing an EHR system that is telehealth-enabled means that integration with other tools can help streamline virtual check-in for patient appointments and aid in patient scheduling for follow-up visits. With telehealth integration, using video conferencing functionality that offers high-resolution picture quality for mobile and desktop devices can help the virtual visit. Whether using asynchronous telemedicine, remote patient monitoring or live telemedicine video-conferencing, these methods all come with unique benefits.



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3. ASSESS TIMING AND YOUR RESOURCES

Selecting the right time to make a decision to move forward can vary from practice to practice.

Budget, resource availability and other office logistics can play a role. Building a consensus among stakeholders may prove challenging, but don't let that prevent you from exploring new systems that can help save time and resources. Changing compliance regulations and the transition to value-based care have resulted in the need for advanced technology, particularly when it comes to your EHR system.

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4. LOOK FOR AN ORTHOPEDIC-SPECIFIC EHR SYSTEM

One size does not fit all.

Using an EHR system designed for a general practitioner won't fit the workflow of an orthopedist. Look for a system with [built-in orthopedic knowledge](#) available at your fingertips. A system with an adaptive learning engine can learn your physician's specific workflow and preferences, helping save valuable time with each patient.



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5. DECIDE IF YOU WANT A CLOUD-BASED SYSTEM

Consider making the transition from a server-based system to the cloud.

A true cloud software as a service (SaaS) solution is much more scalable than a server-based model. The cloud can eliminate the need to purchase additional EHR servers or workstation licenses. This could also eliminate the need to hire additional employees to manage unnecessary hardware.

The mobility and freedom of a cloud-based EHR system can help you manage your practice from virtually anywhere and at any time as long as you have a secure internet connection.

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6. CONSIDER COSTS

With all the options out there, a variety of price ranges exist.

When it comes to orthopedic software and technology in general, you get what you pay for. You have to know what you are willing to spend and realize it's a long-term investment that should benefit your practice's health for years to come. Not utilizing the right software or opting for the lowest option may cost you more—and not just financially—in the long run.

While the budget-friendly choice may “work,” you probably prefer to have a reliable and effective system. Don't get caught up in trying to spend more upfront to “own” software. With continual government mandates about what your EHR system has to do, you may soon find yourself with an outdated system and pay a bundle to upgrade your software, hence another benefit of a true cloud-based platform.

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7. LEARN ABOUT THE COMPANY'S HISTORY

Seek out a company that has a proven track record of success.

Get a glimpse into a [company's history](#), from who founded it, to financial stability, ownership and other meaningful milestones along the way. Industry articles and company-issued press releases serve as great historical information to reference.

Both technology and healthcare are ever-changing industries and when you mix the two together, the changes become exponential. When evaluating EHR vendors, find out if they exhibit a history of improvements and enhancements based on client feedback and industry demands. Seek out a company that has a proven track record of success with enterprise practices and has received recognition from [third-party sources](#). This can add to a company's credibility.



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8. FIND OUT ABOUT TRANSFERRING EXISTING DATA

Don't let a data transfer prevent you from pursuing a new EHR system.

You may have concerns about how to transfer the data from your current EHR system to a new one, but data transfer and retention occur often. This process can be handled several ways. A full conversion of data may seem ideal, but it may be the least cost-effective and unnecessary. Look for a vendor that can provide options. Realize that once you move past any data challenges, you will have moved on to a better system, the benefits of which should outweigh your initial concerns around data transfer.



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9. ASK ABOUT TRAINING AND SUPPORT

Having a skilled orthopedic team available and accessible via online trainings, in-person visits or guidance on compliance will prove invaluable.

As the winner of [winner of 2020 Excellence in Customer Service Awards and 2019 Customer Service Department of the Year](#), our EHR training team can provide comprehensive support to your staff. Having a customer service team that can help you every step of the way makes all the difference. Some companies have an IT team who train clients, but access to real team members with real-world clinical experience in orthopedics can differentiate EHR vendors.



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10. CONNECT WITH CURRENT CLIENTS

Like what you saw from a demo? Take the next step.

One of the best ways to fully understand how a product works can include hearing directly from [current clients](#). Ask to schedule a phone conversation, or visit a practice to see how the EHR works not just in theory but in a clinical setting. Hearing directly from your peers will help to answer questions and may even spark new ones.



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11. ASK AN EHR VENDOR THESE QUESTIONS

Ready to move on?

You should hear a resounding ‘yes’ on the questions below from your new, potential EHR company. This list is just a start. Note the shortcomings and frustrations with your current EHR system, and make sure you address those properly, too.

- Is the EHR designed for orthopedics? Does it carry a KLAS rating for overall customer satisfaction?
- Does it have diagnoses, treatment options and coding functionality needed for orthopedics?
- Does it meet the workflow requirements of your practice?
- Can you touch and swipe on an iPad interface instead of typing or having to use a desktop computer?
- Will it enable you to address changes in the industry, including the Merit-based Incentive Payment System (MIPS)?
- Is it a true cloud-based platform?
- Are they responsive to customer needs?
- Does it provide you with mobile access from virtually any location with a secure internet connection?
- Does the company offer an all-in-one solution, including an analytics platform, practice management solution and billing services?
- Do they offer patient engagement tools like a patient portal, secure messaging and patient self-scheduling?
- Is the support team accessible during standard office hours?
- Is the company stable and does it have a positive reputation?
- Do they continue to develop and enhance their products and value client feedback?

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At the end of the day, you want to select award-winning healthcare technology that is KLAS-rated for overall customer satisfaction. A vendor that can help you during your transition from your current EHR system can help you return to running a successful enterprise organization.

Want to learn more?

Request a personalized demo.

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