12 CONSIDERATIONS WHEN SWITCHING

TO AN ALL-IN-ONE ENT SOFTWARE SOLUTION

Thinking about making the switch to a new electronic health records (EHR) software suite?
As healthcare continues to move forward at an exponential rate, it can prove challenging to keep up while simultaneously providing your patients with quality care.

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

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1. EVALUATE YOUR PRACTICE'S NEEDS

Ask yourself and key stakeholders these questions.

How many providers and additional users will utilize the system? Will a current staff member have the resources to help with the implementation process or will you have to consider hiring someone? How much training will your team 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.

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2. 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 regulations and the transition to value-based care have driven an increased need for advanced technology, particularly when it comes to your EHR system.

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3. LOOK FOR AN ENT-SPECIFIC EHR SYSTEM

One size does not fit all.

Using an EHR system designed for a general practitioner won't fit your workflow if you're an otolaryngologist. Look for a system that has many of the most common medical diagnoses, treatment plans and workflows already built in, including those for subspecialties like allergy and audiology. To further streamline the documentation process, you'll want an intelligent system that learns from you and lets you choose how you want to document. So go ahead, click or tap, then type or dictate your notes—the right EHR gets smarter with every use, remembers your preferences, allows you to save your most frequently used treatment plans and frees you up to spend more time with patients.

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4. LOOK FOR A WHOLE-PRACTICE SOLUTION

Eliminate roadblocks and inefficiencies with an all-in-one that gets it done.

Does your prospective EHR vendor offer an all-in-one solution, including an analytics platform, practice management solution, billing services, MIPS reporting, patient engagement tools and multiple payment options? If not, you'll need to back-fill those needs with other software solutions that may or may not work well with your chosen EHR. One advantage to choosing an all-in-one suite of solutions is that it brings together your clinical data, billing, operations, value-based care, patient engagement, payments and analytics. Data is pulled from one place, syncs across devices and locations, and everyone can simply communicate better.

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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 generally much more scalable than a server-based model. The cloud may eliminate the need to purchase additional EHR servers or workstation licenses.This could also eliminate the need to hire an additional employee 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

Which vendor provides more value for your money?

Not only do you want a vendor who is transparent when it comes to pricing, you want to choose a solution that will meet your practice's needs for years to come. Think carefully about what's included and what isn't. Do you have to pay for hosting fees or data storage? How does your vendor make updates to help you keep up with medical coding changes and government mandates? Are software updates and enhancements included in the cost? Does the solution meet your needs now and is it flexible enough to accommodate future growth? If your software includes a practice management system, are clearinghouse fees included and is there a limit to how many reports or eligibility checks you can run? Sometimes the seemingly less expensive option is actually more expensive, or it may not have what your practice actually needs.

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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 and has received recognition from third-party sources. This can add to a company's credibility.

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

Patient engagement is critical in today's healthcare environment.

Today, telehealth is being utilized more than ever to help physicians continue to see patients during the current public health emergency and beyond. Choosing an EHR system that is telehealth-enabled means that data from virtual visits are seamlessly integrated. For ENT, it is also important to use video conferencing functionality that offers high-resolution picture quality for mobile and desktop devices to help the physician assess the patient's situation. Whether using asynchronous telemedicine, remote patient monitoring or live telemedicine video-conferencing, these methods all come with unique benefits.

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9. FIND OUT ABOUT THE IMPLEMENTATION PROCESS

Don't let the pain of switching keep you from the potential benefits.

When it comes to the implementation process, you don't want a company that's going to implement-and-run. Instead, look for a vendor that takes an ENT-specific approach to implementation, one that will be there from day one to help your entire staff adjust to using a new system, and continue to be there for you, every day after. You want ENT-specific support that's a click or a call away and one that offers additional workshops, on-demand training opportunities and access to a community of users. In other words, whoever you choose should have the infrastructure in place to help you realize all of the benefits of your new software and relieve any concerns.

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10. ASK ABOUT TRAINING AND SUPPORT

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

As [2020 CX-Cellence and 2020 Customer Service Award winners](#), our training teams and software 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 otolaryngology can differentiate EHR vendors.

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11. 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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12. 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 ENT? Does it support your core team and subspecialties like audiology, allergy, rhinology, sinus, sleep, pediatrics, otology, head and neck surgery, and facial plastics?

❍ Does it have the diagnoses, treatment options, subspecialty content and suggested coding functionality needed for ENT?

❍ Does it meet the workflow requirements of your practice?

❍ Are your most common diagnoses and treatments prioritized for easy selection during the documentation process, reducing unnecessary data entry?

❍ 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?

❍ Does it provide you with mobile access from virtually any location with a secure internet connection?

❍ Do they offer intuitive patient engagement tools that are easy for multiple patient populations to adopt and use?

❍ Is the support team accessible during standard office hours?

❍ Are they responsive to customer needs?

❍ 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 built by otolaryngologists for otolaryngologists. A vendor that can help you during the transition from your current EHR system and can help you return to taking care of your patients.

Want to learn more?
Request a personalized demo.
Call us at 561-235-7503 or
visit modmed/ENTswitch to find out more.