Reference Report

athenahealth

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, and 5=excellent.

How would you rate 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 1 – 2 – 3 – 4 – 5 – N/A**
2) **Update and document patient charts 1 – 2 – 3 – 4 – 5 – N/A**
3) **Order tests and review results 1 – 2 – 3 – 4 – 5 – N/A**
4) **Prescribe electronically 1 – 2 – 3 – 4 – 5 – N/A**
5) **Clinical decision support (e.g. drug warnings, preventative care reminders, etc.) 1 – 2 – 3 – 4 – 5 – N/A**
6) **Clinical/quality reporting (e.g. pay-for-performance, Bridges to Excellence, etc.) 1 – 2 – 3 – 4 – 5 – N/A**

How would you rate the vendor on:

1) **Implementation 1 – 2 – 3 – 4 – 5 – N/A**
2) **Training 1 – 2 – 3 – 4 – 5 – N/A**
3) **Support 1 – 2 – 3 – 4 – 5 – N/A**
4) **Service 1 – 2 – 3 – 4 – 5 – N/A**

Would you purchase this system again? □ Yes □ No

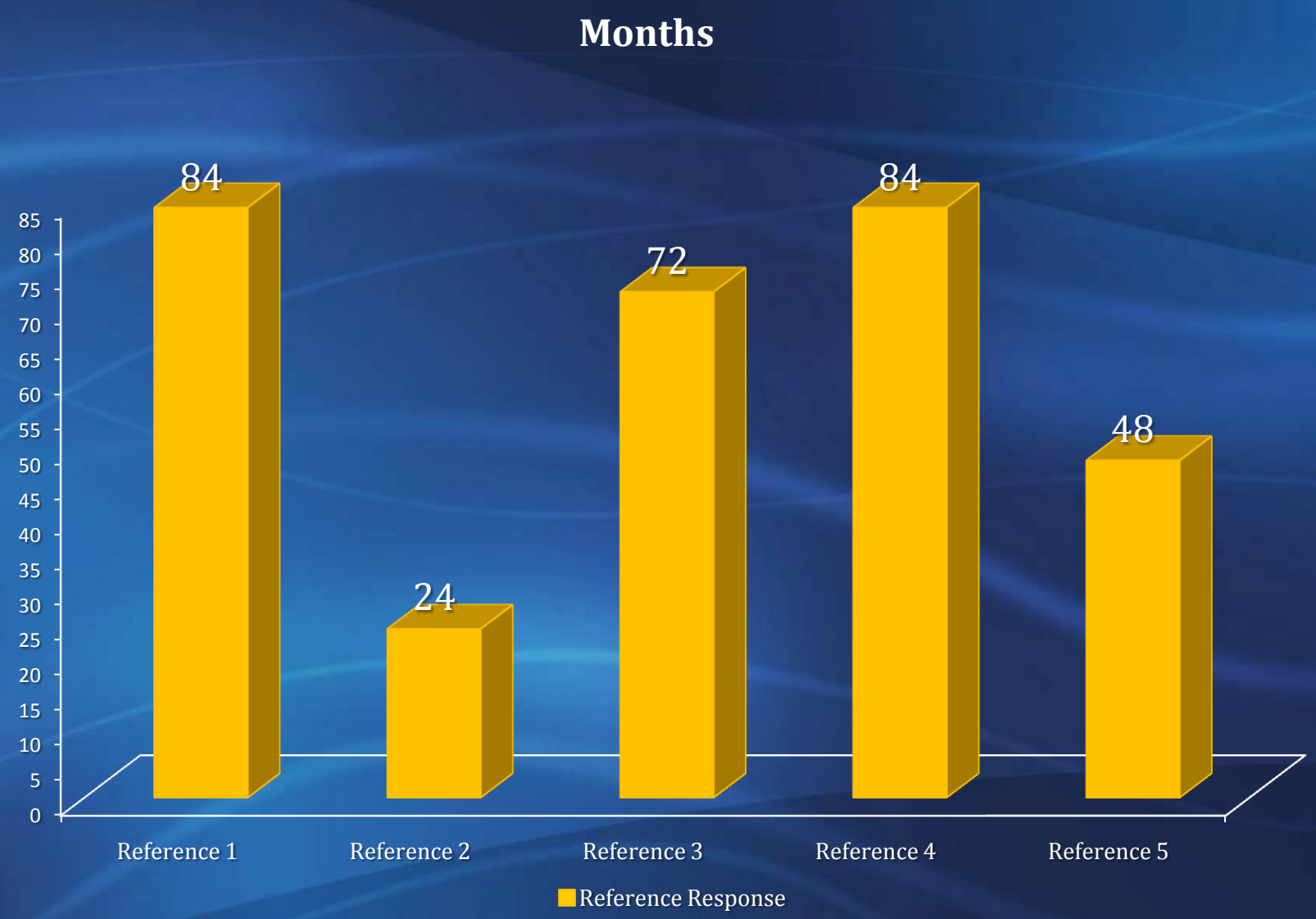
Would you purchase from the same vendor again? □ Yes □ No

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?



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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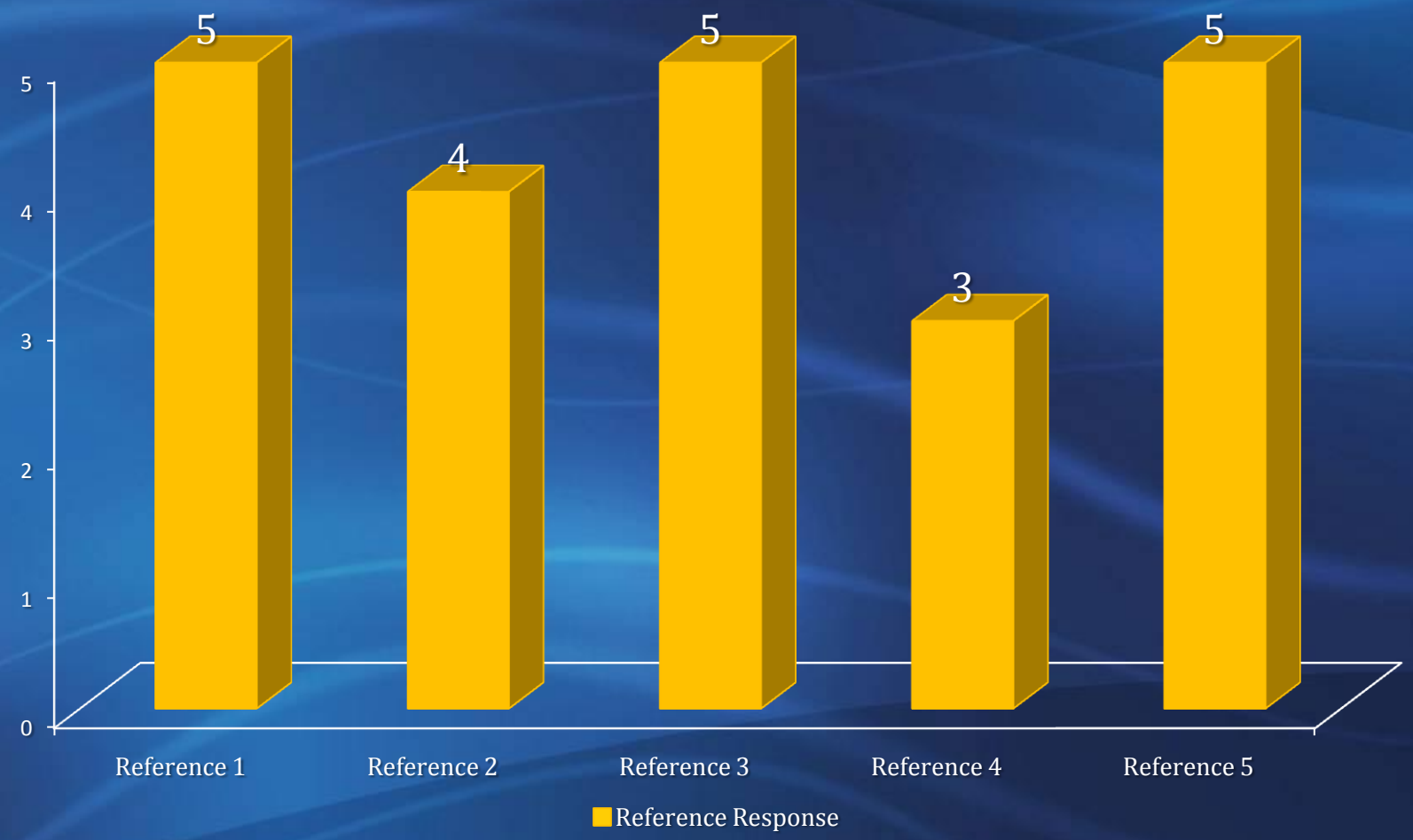
How would you rate the benefit of the EHR for your practice?



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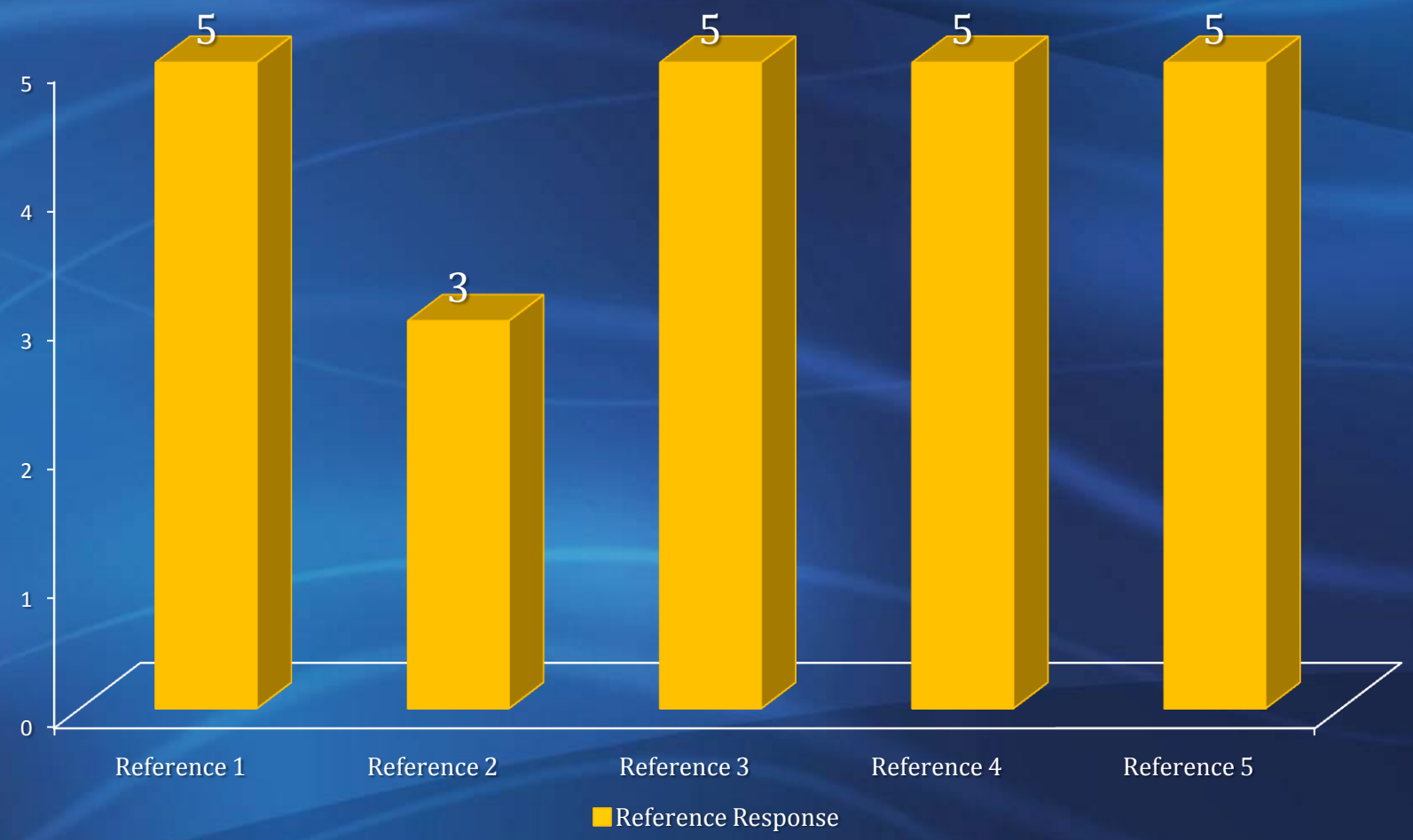
How would you rate your satisfaction with the EHRs ability to review patient charts?



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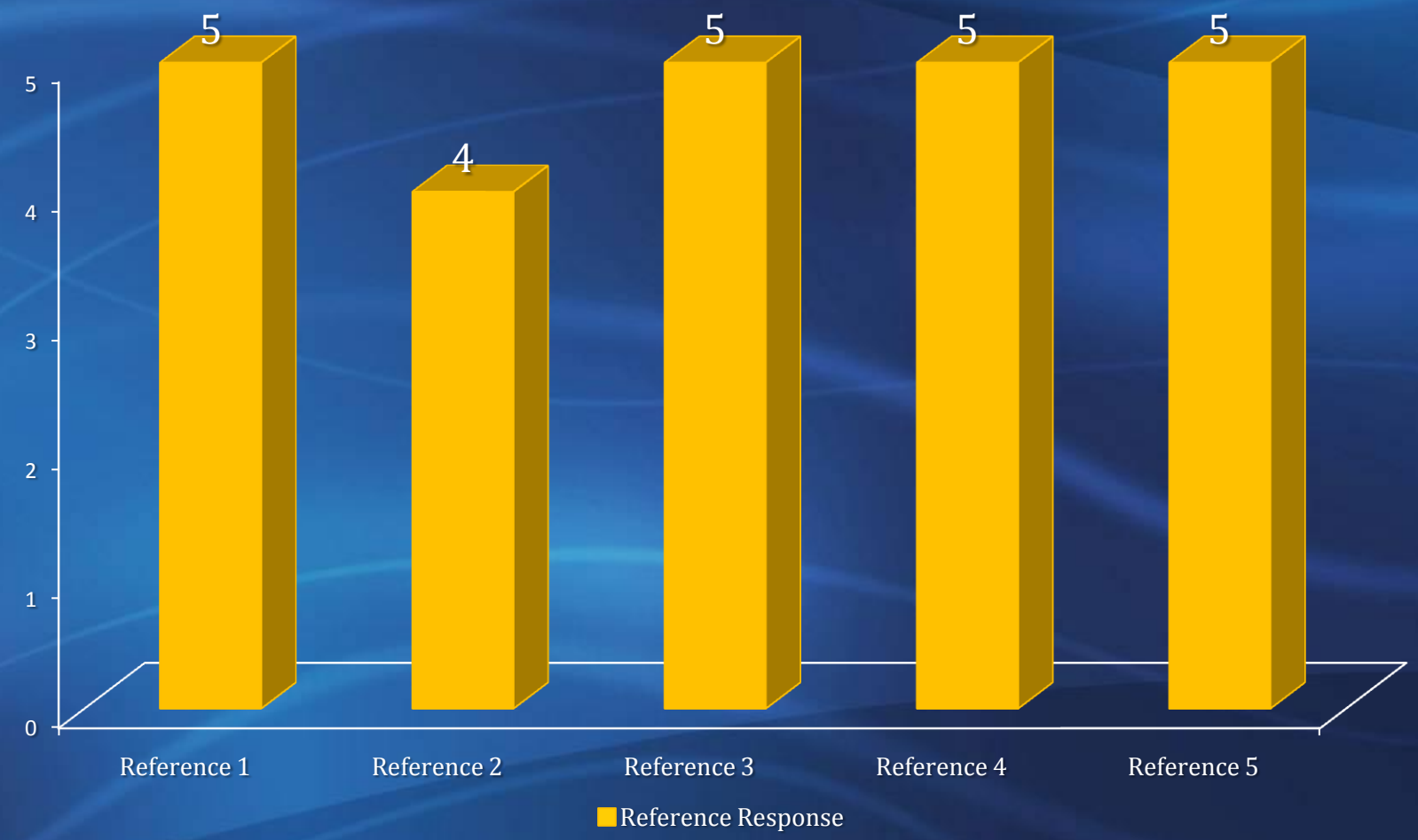
How would you rate your satisfaction with the EHRs ability to update and document in patient charts?



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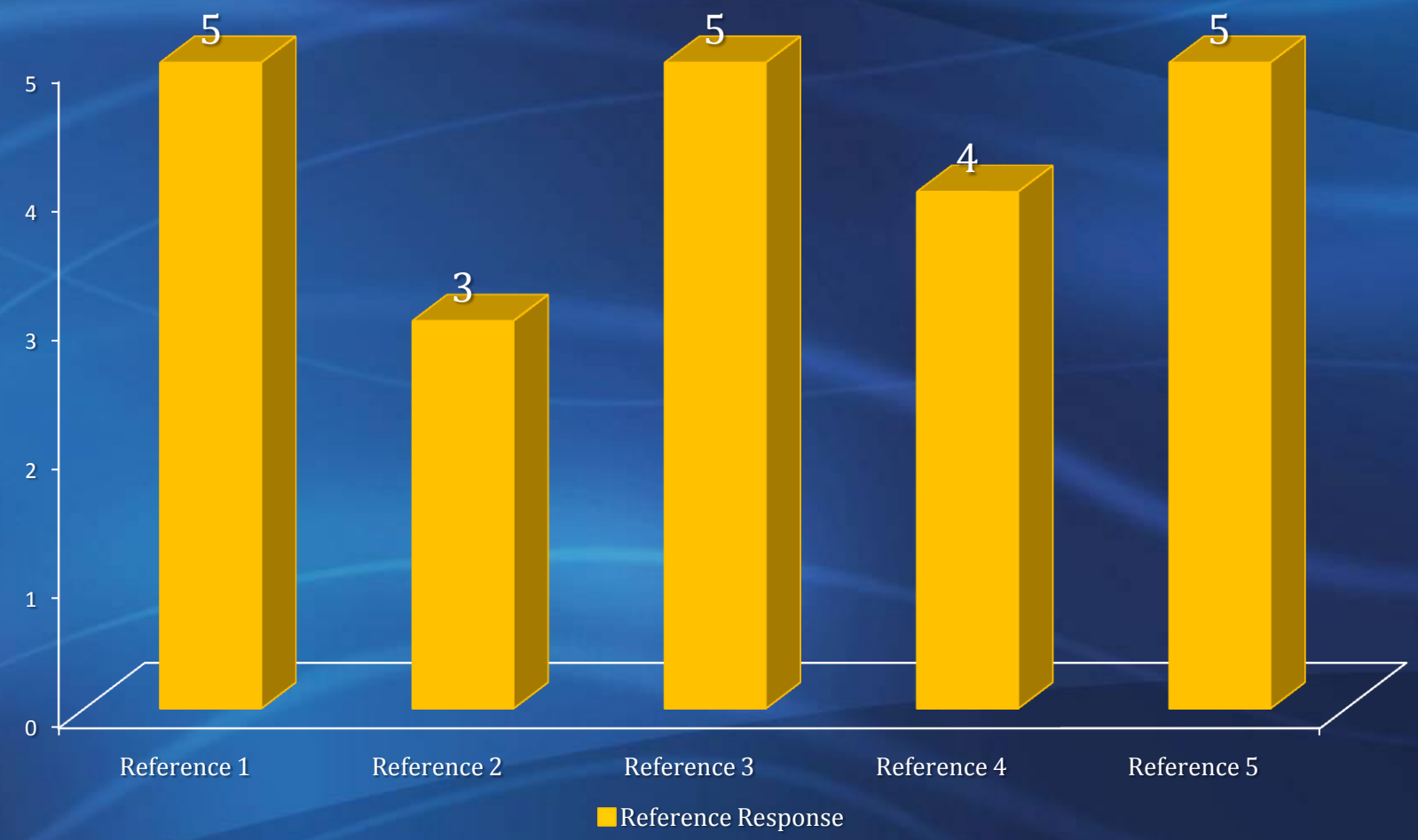
How would you rate your satisfaction with the EHRs ability to order tests and review results?



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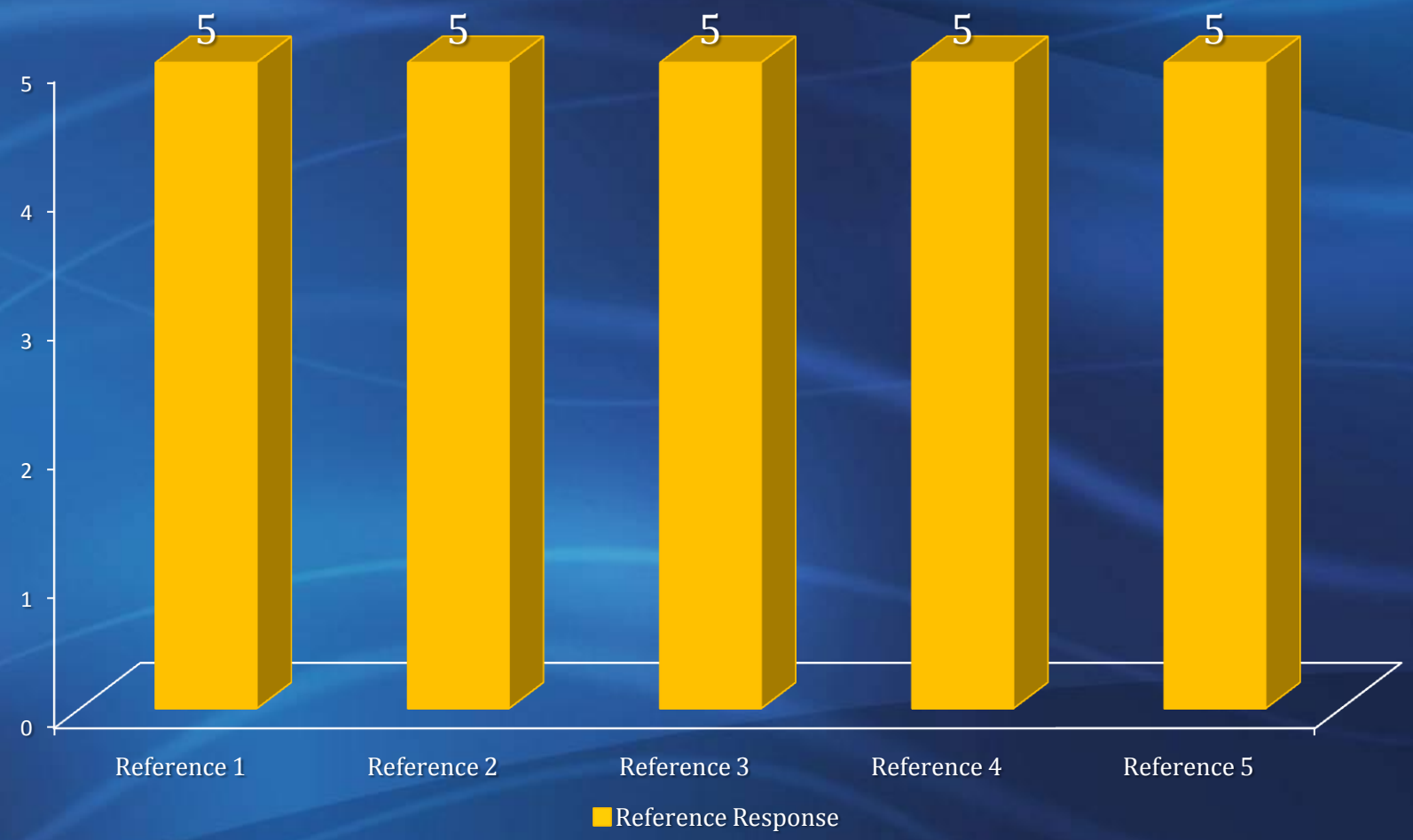
How would you rate your satisfaction with the EHRs ability to prescribe electronically?



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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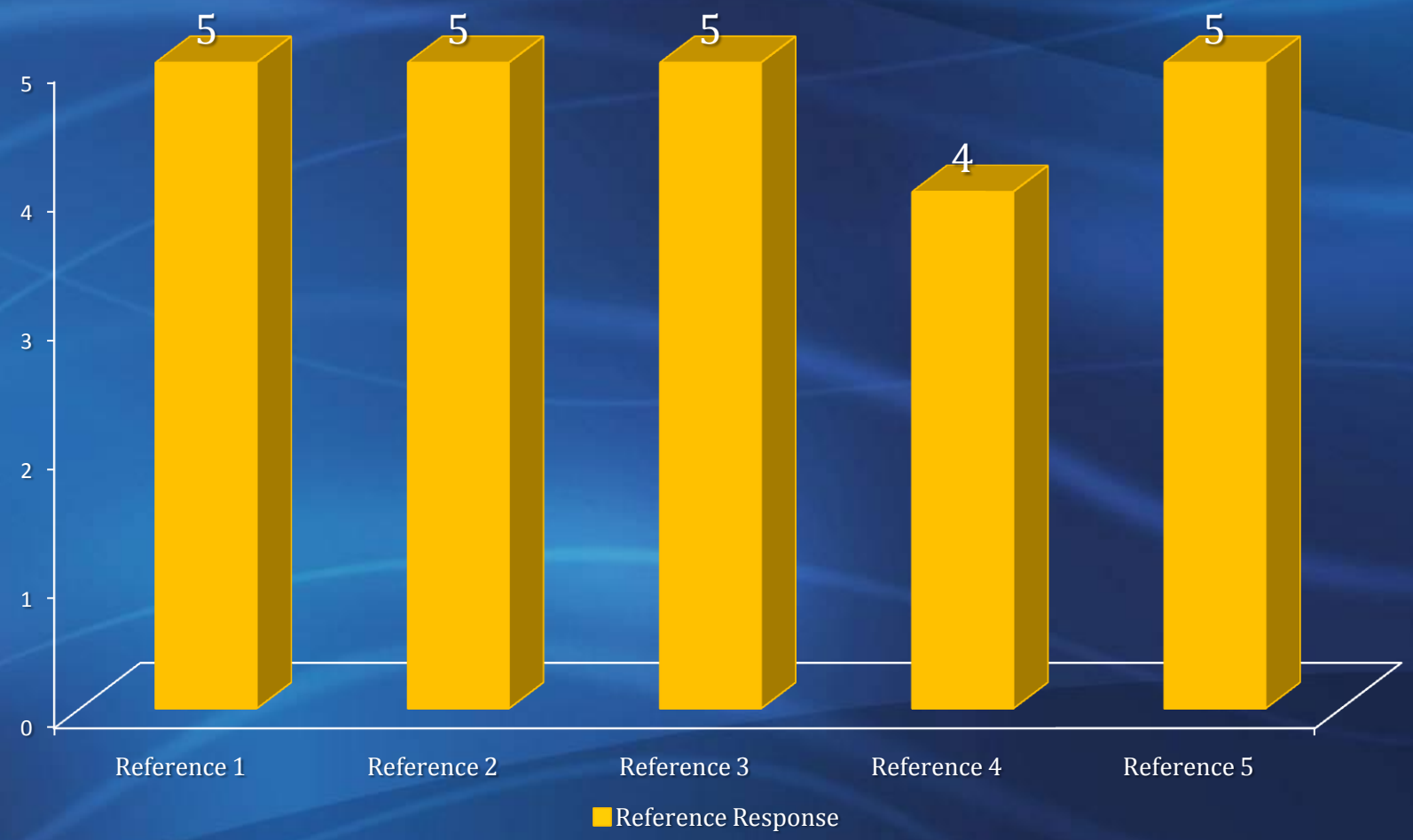
How would you rate your satisfaction with the EHRs ability regarding clinical decision support? (e.g., drug warnings, preventative care reminders)



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

(e.g, physician analysis of patient population, P4P, Bridges to Excellence, etc.)

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Vendor Evaluation

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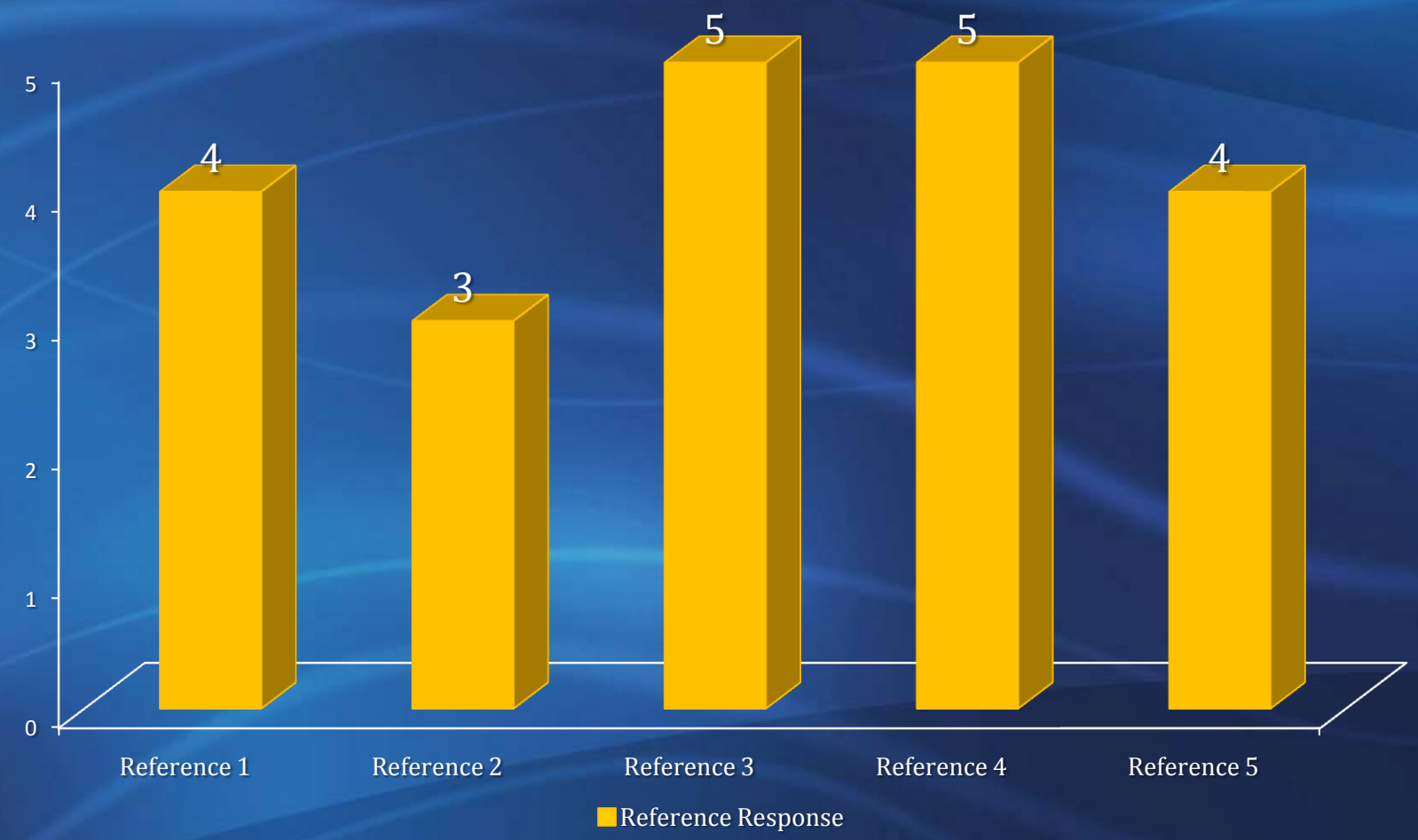
How would you rate the vendor on implementation?



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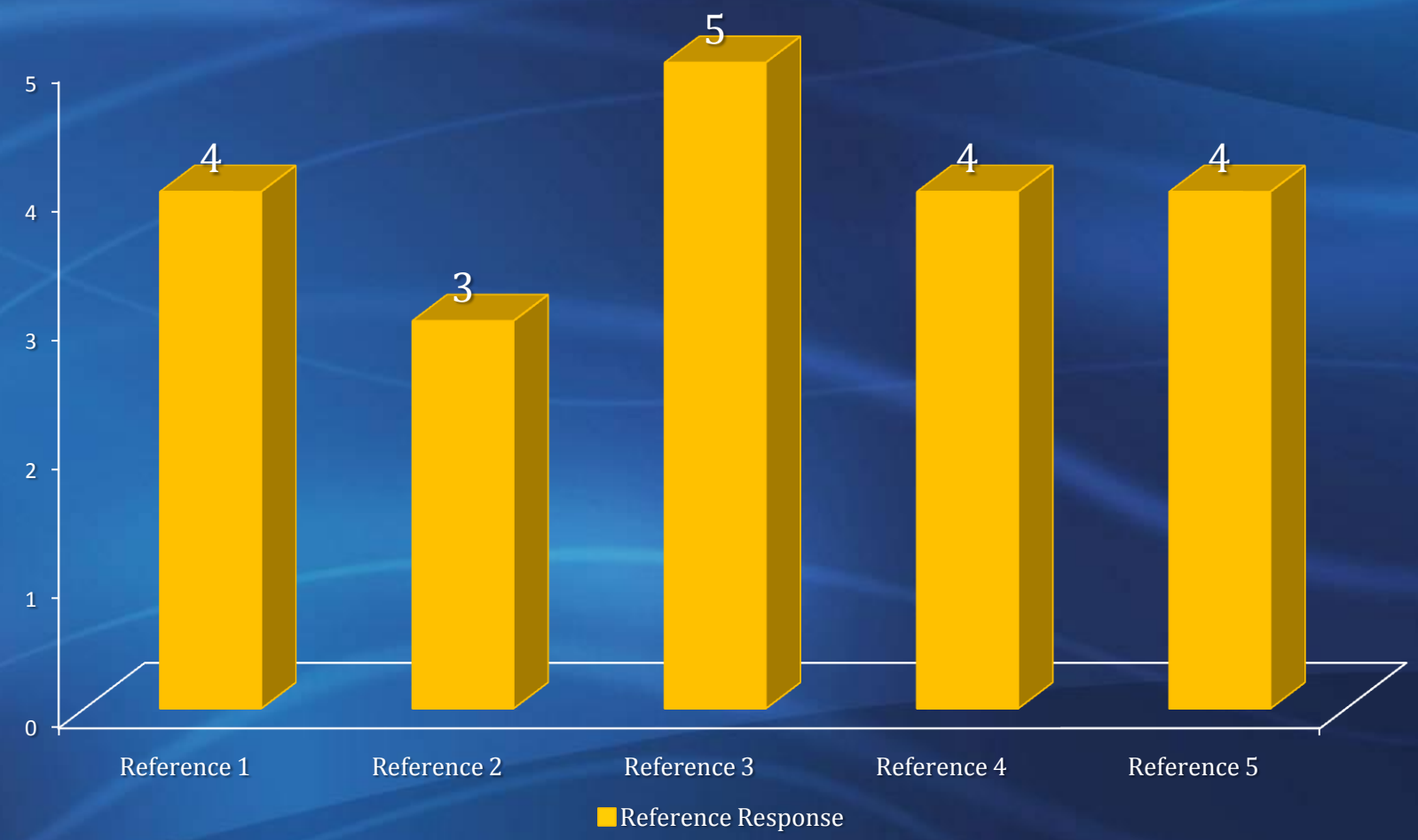
How would you rate the vendor on training?



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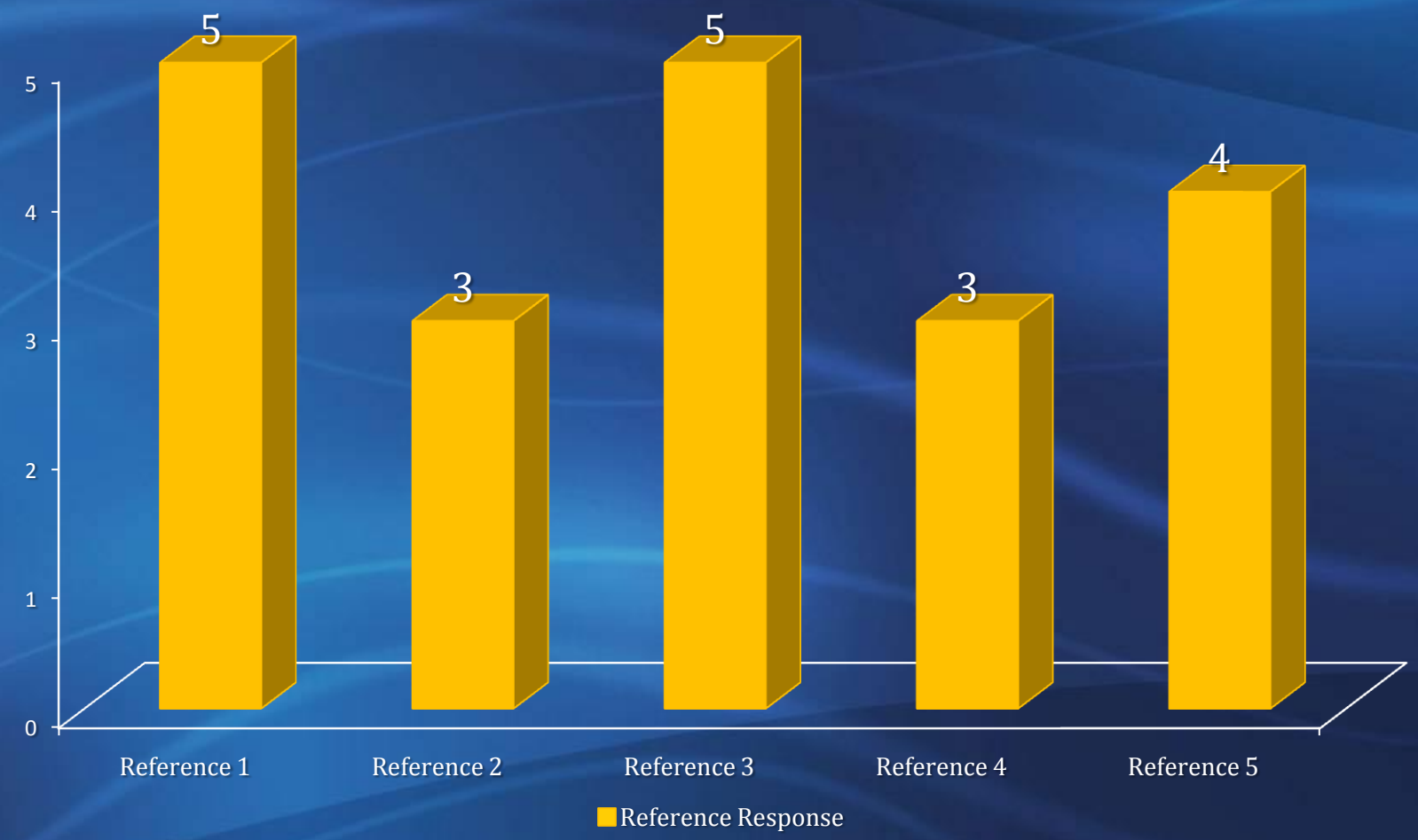
How would you rate the vendor on support?



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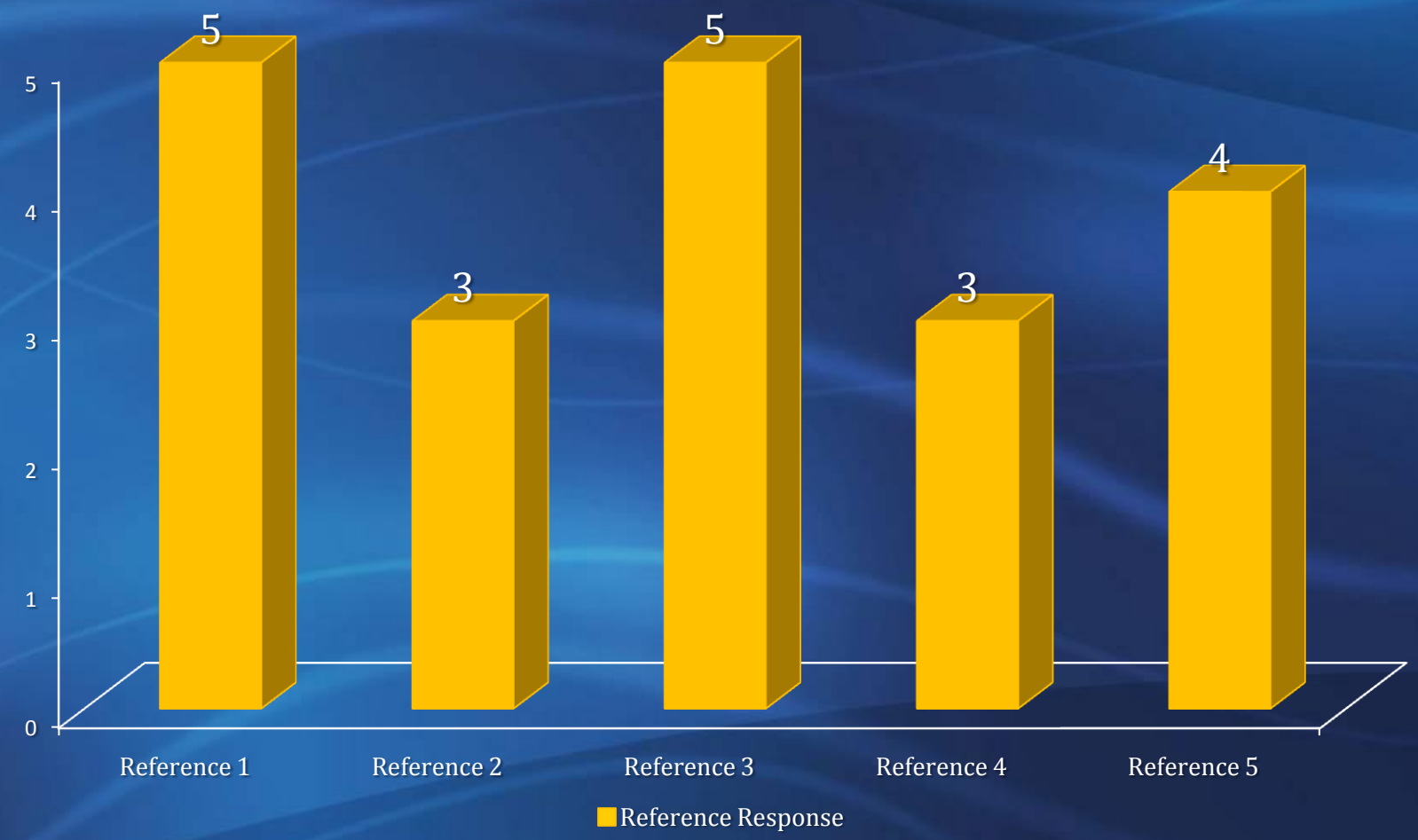
How would you rate the vendor on service?



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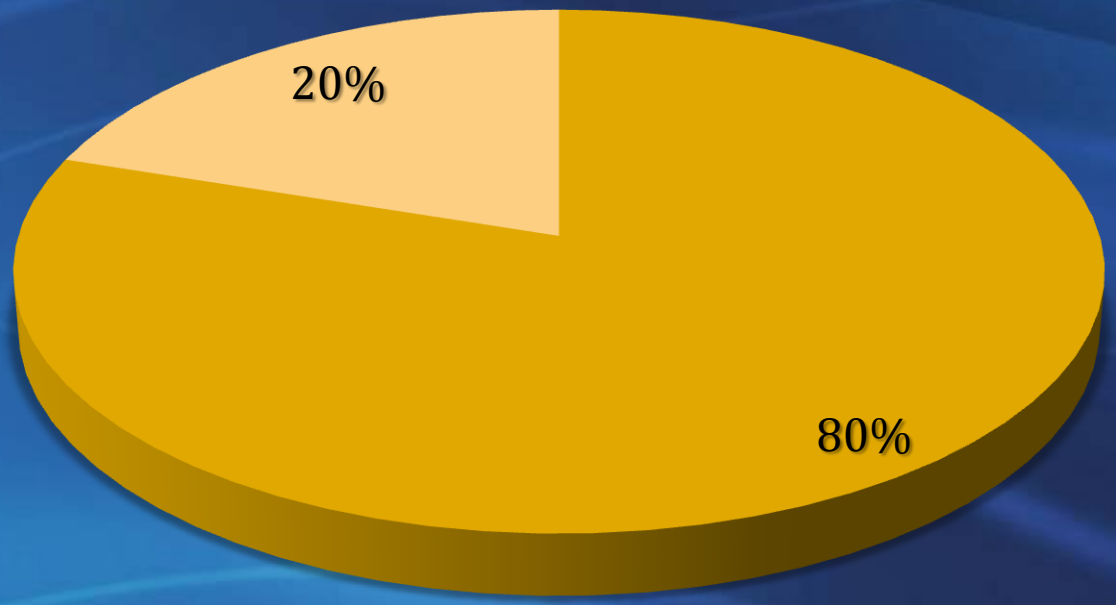
Would you purchase this system again?



Yes No

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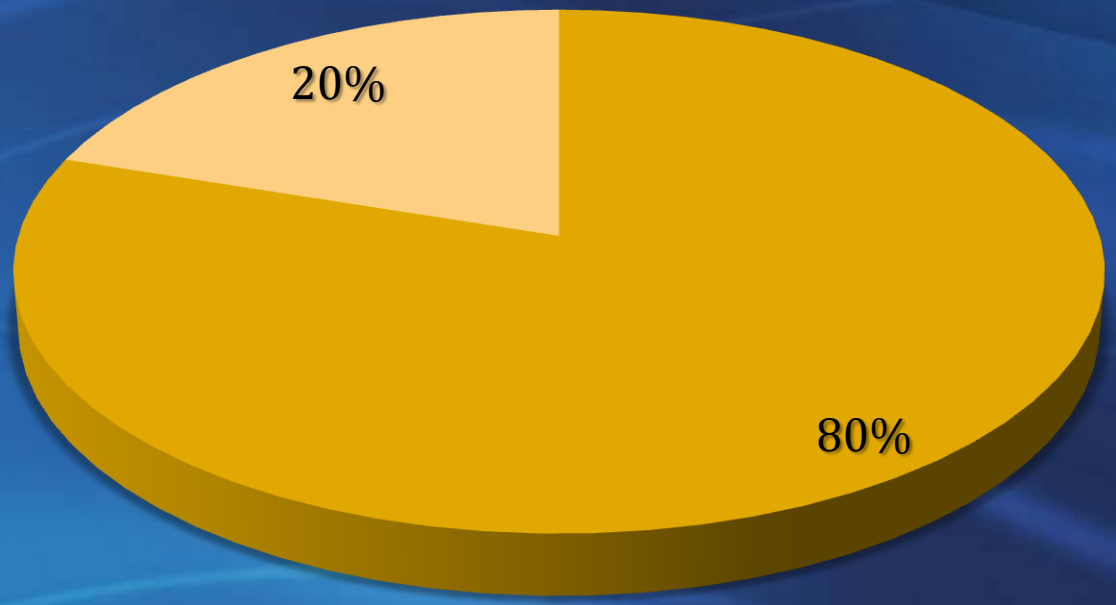
Would you purchase from the same vendor again?



Yes No

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For more information visit:

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