Reference Report

Total Outsource

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

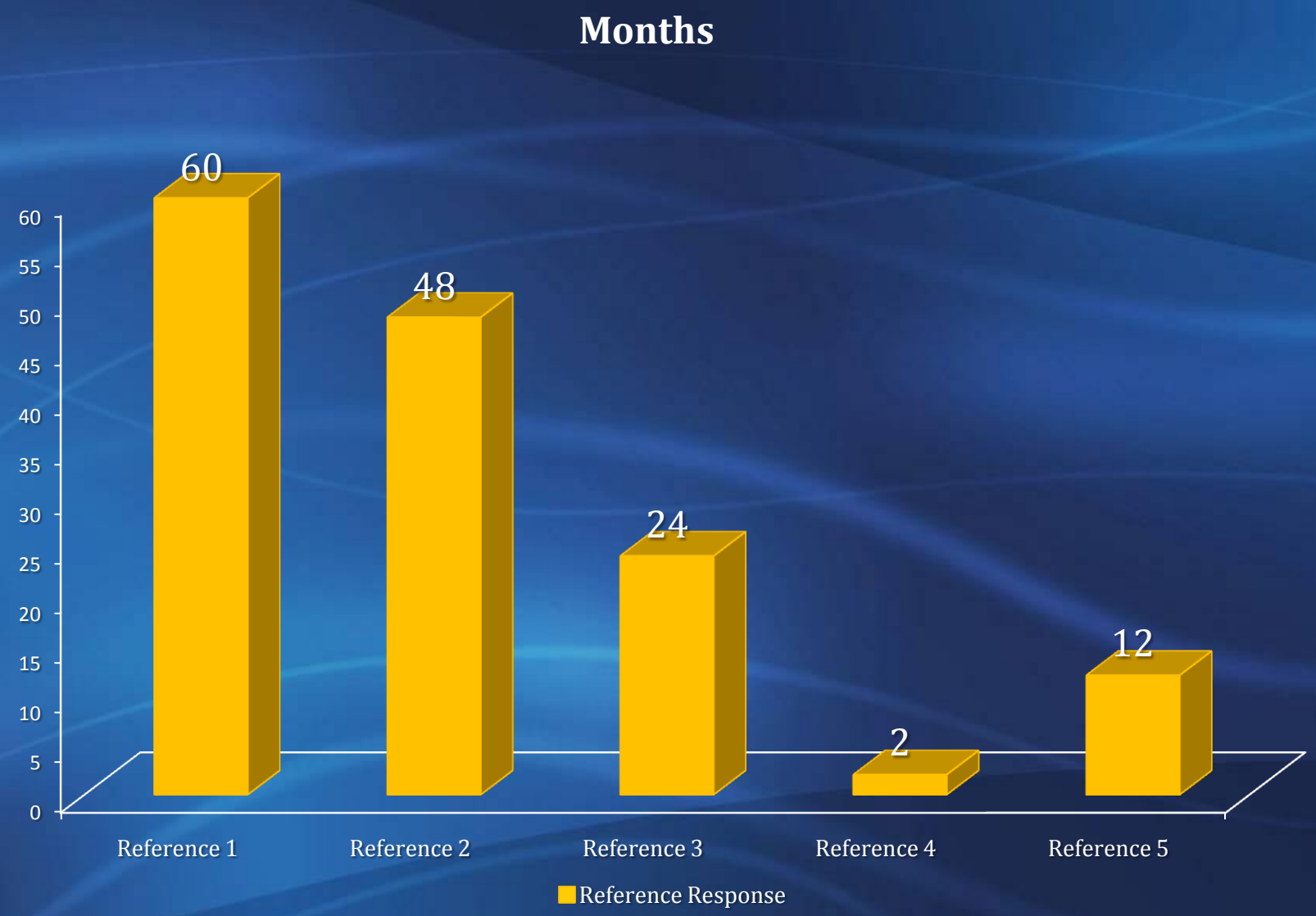
Would you purchase from the same vendor again? □ Yes □ No

All information obtained from references provided by vendor.

Product Evaluation

All information obtained from references provided by vendor.

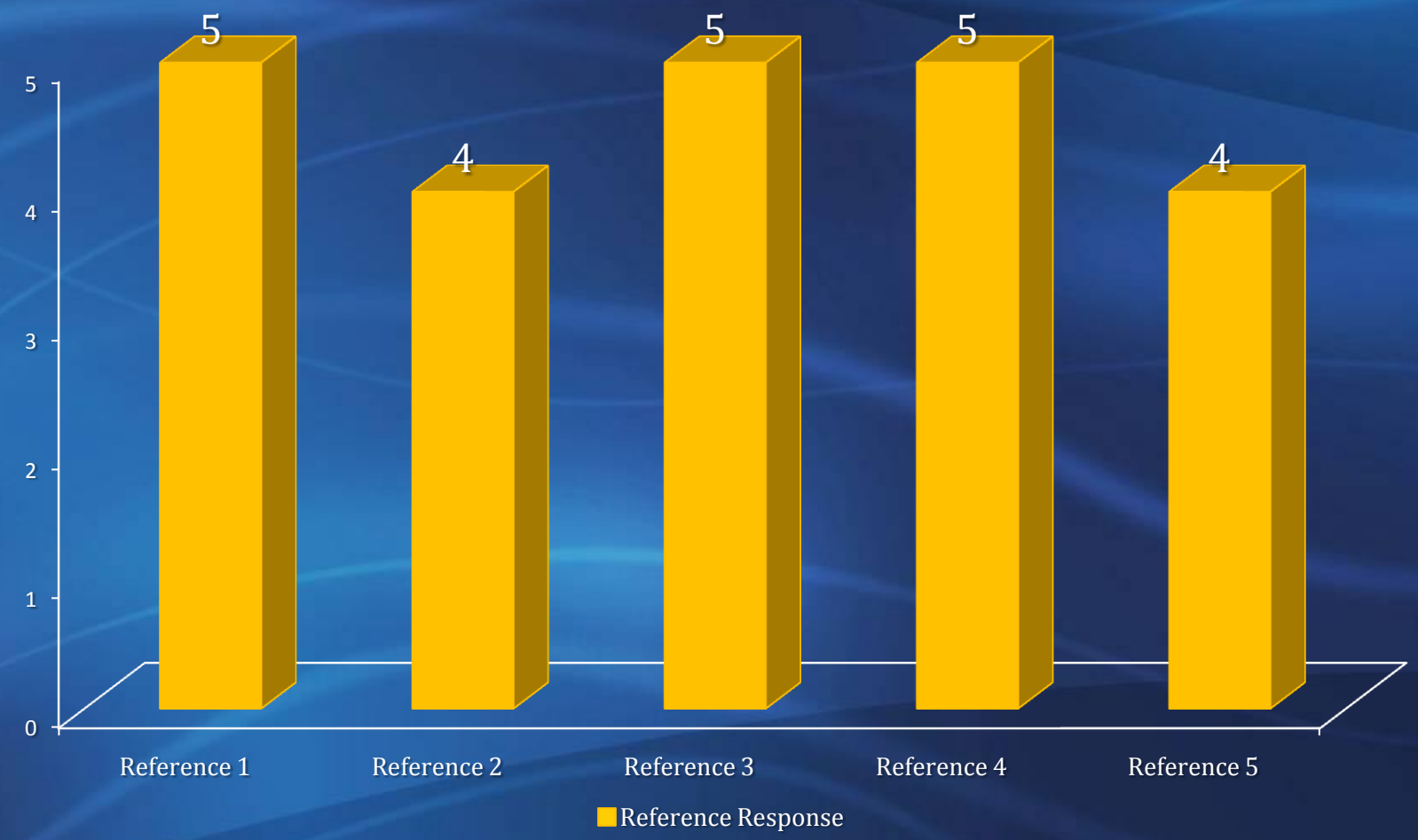
How long have you used the EHR?



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

All information obtained from references provided by vendor.

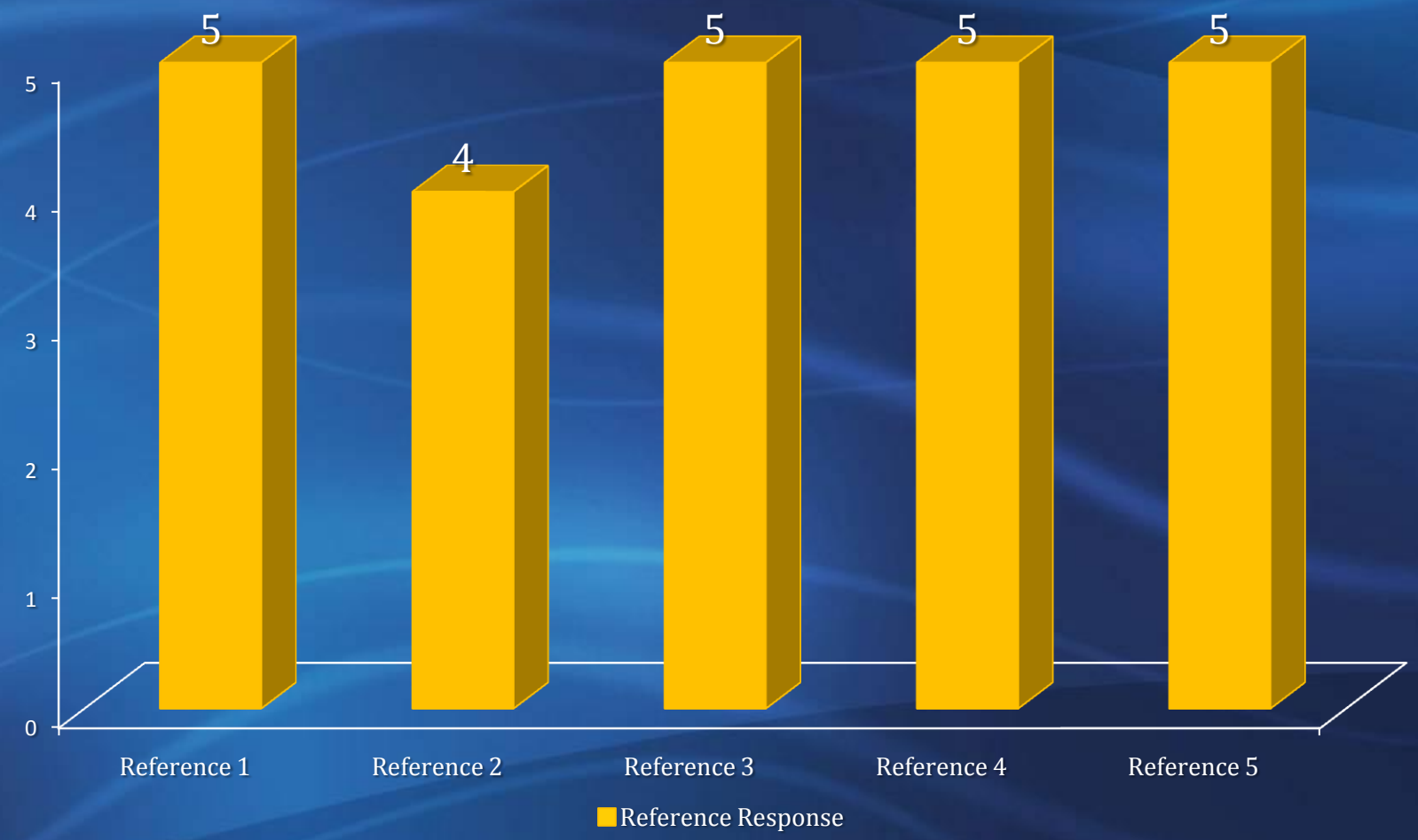
How would you rate the benefit of the EHR for your practice?



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

All information obtained from references provided by vendor.

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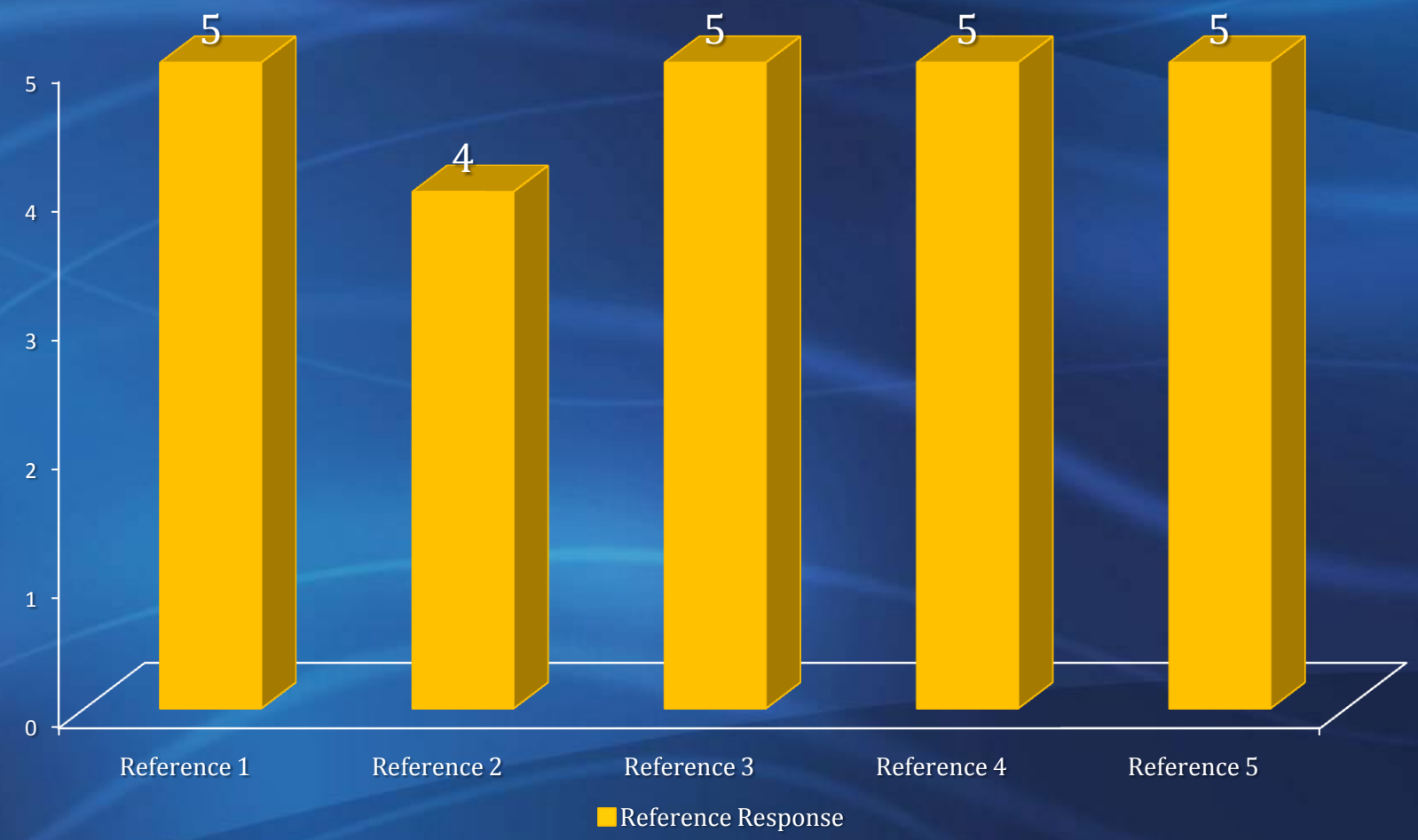
How would you rate your satisfaction with the EHRs ability to update and document in patient charts?



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

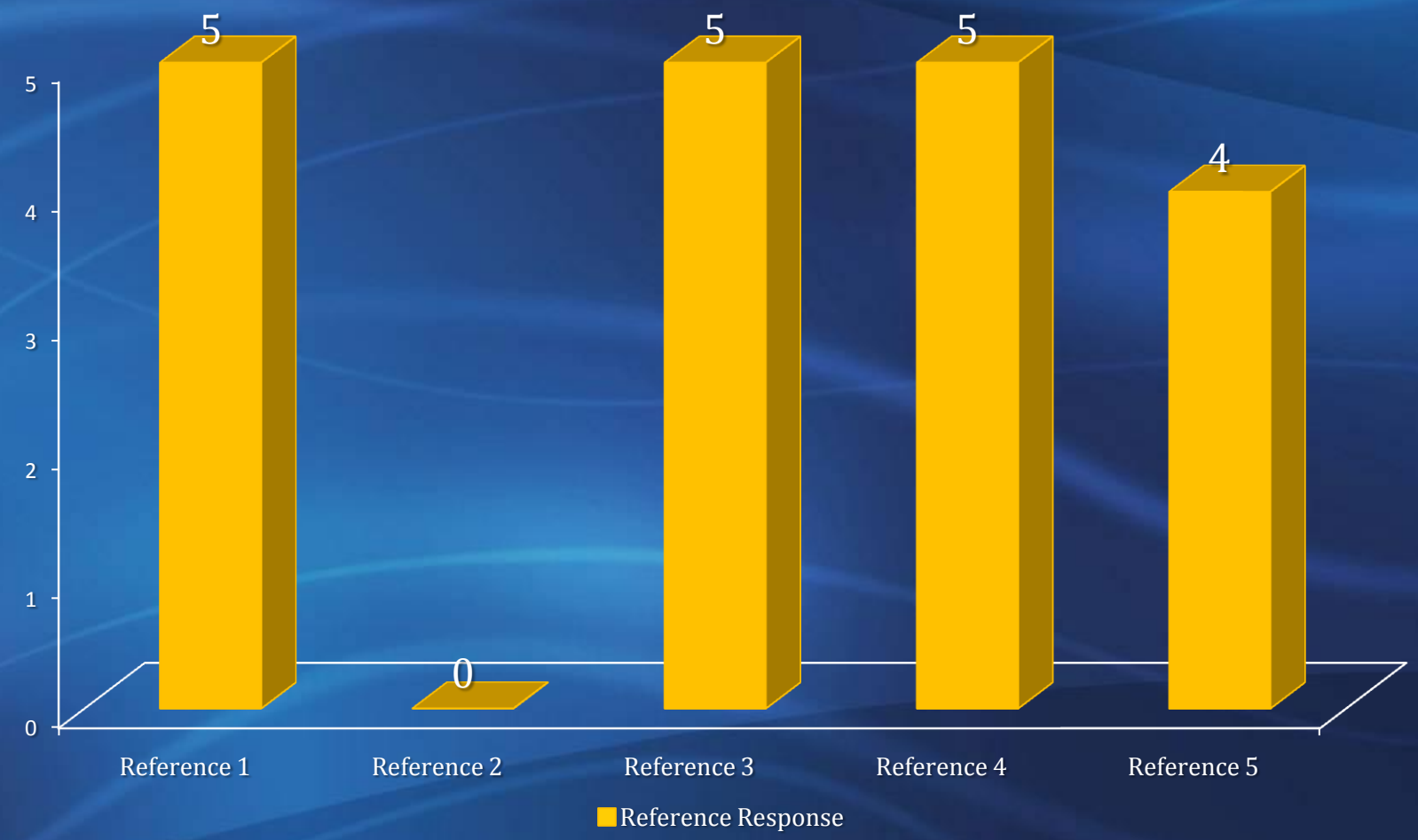
All information obtained from references provided by vendor.

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

All information obtained from references provided by vendor.

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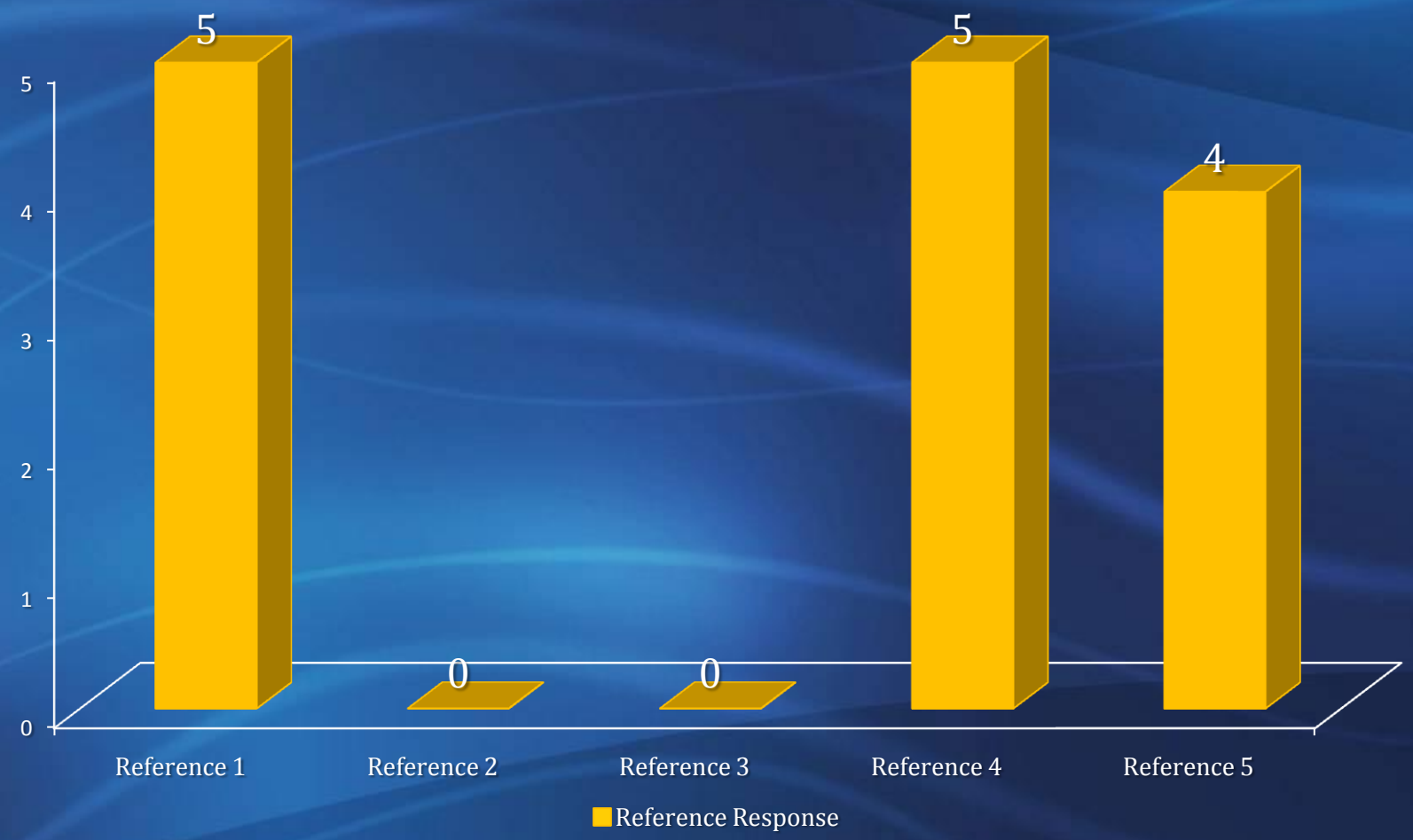
How would you rate your satisfaction with the EHRs ability regarding clinical decision support? (e.g., drug warnings, preventative care reminders)



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

All information obtained from references provided by vendor.

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.)

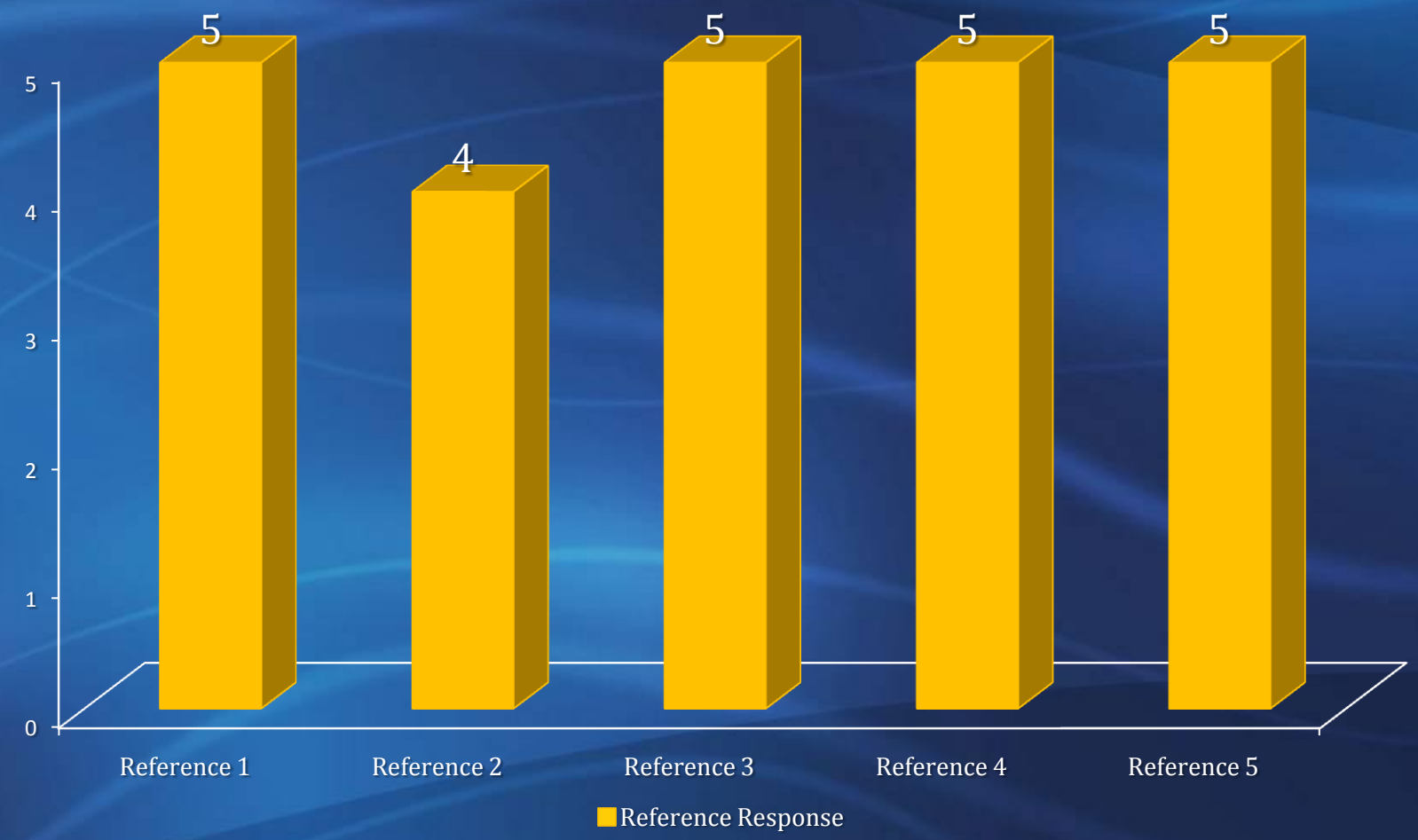
Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

Vendor Evaluation

All information obtained from references provided by vendor.

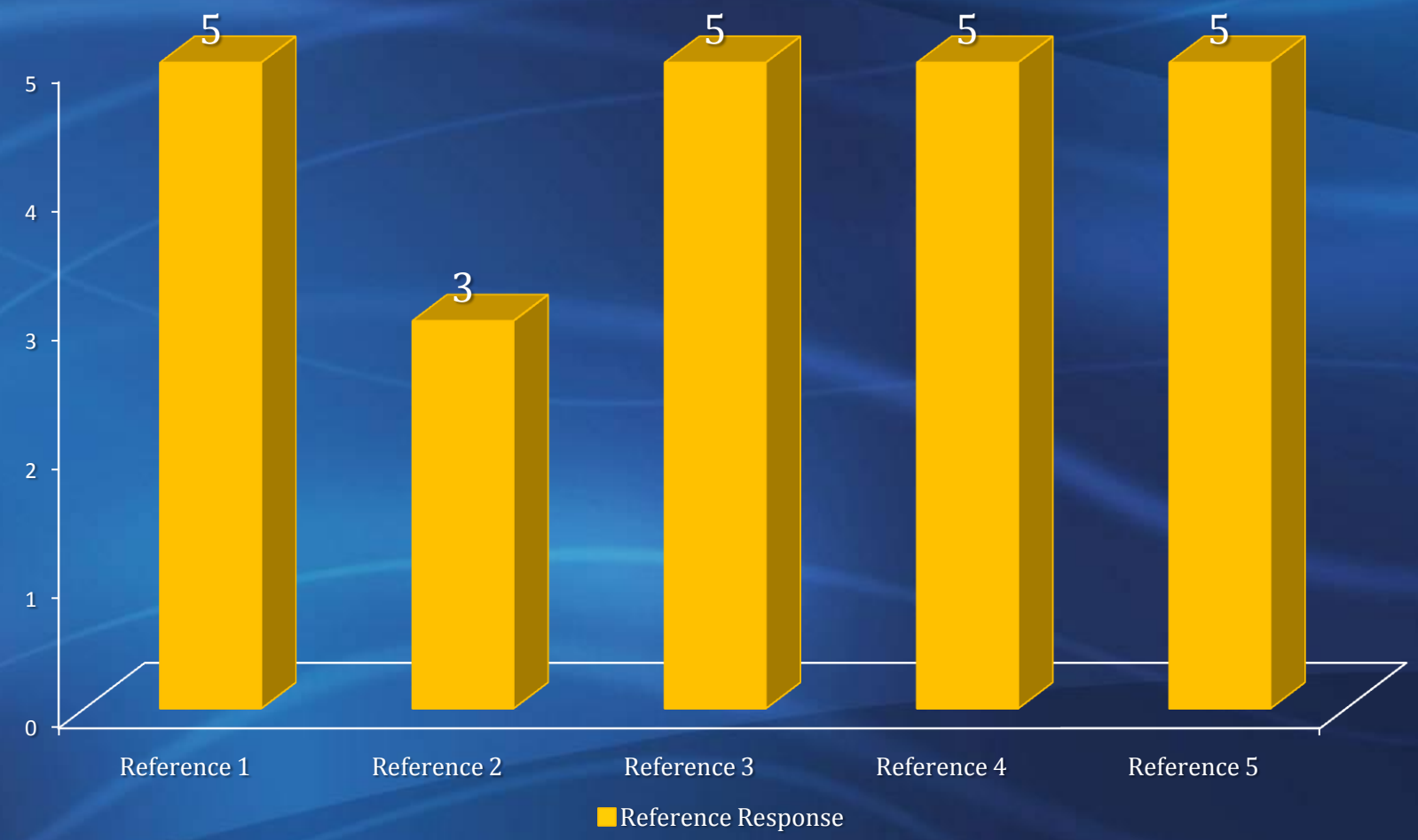
How would you rate the vendor on implementation?



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

All information obtained from references provided by vendor.

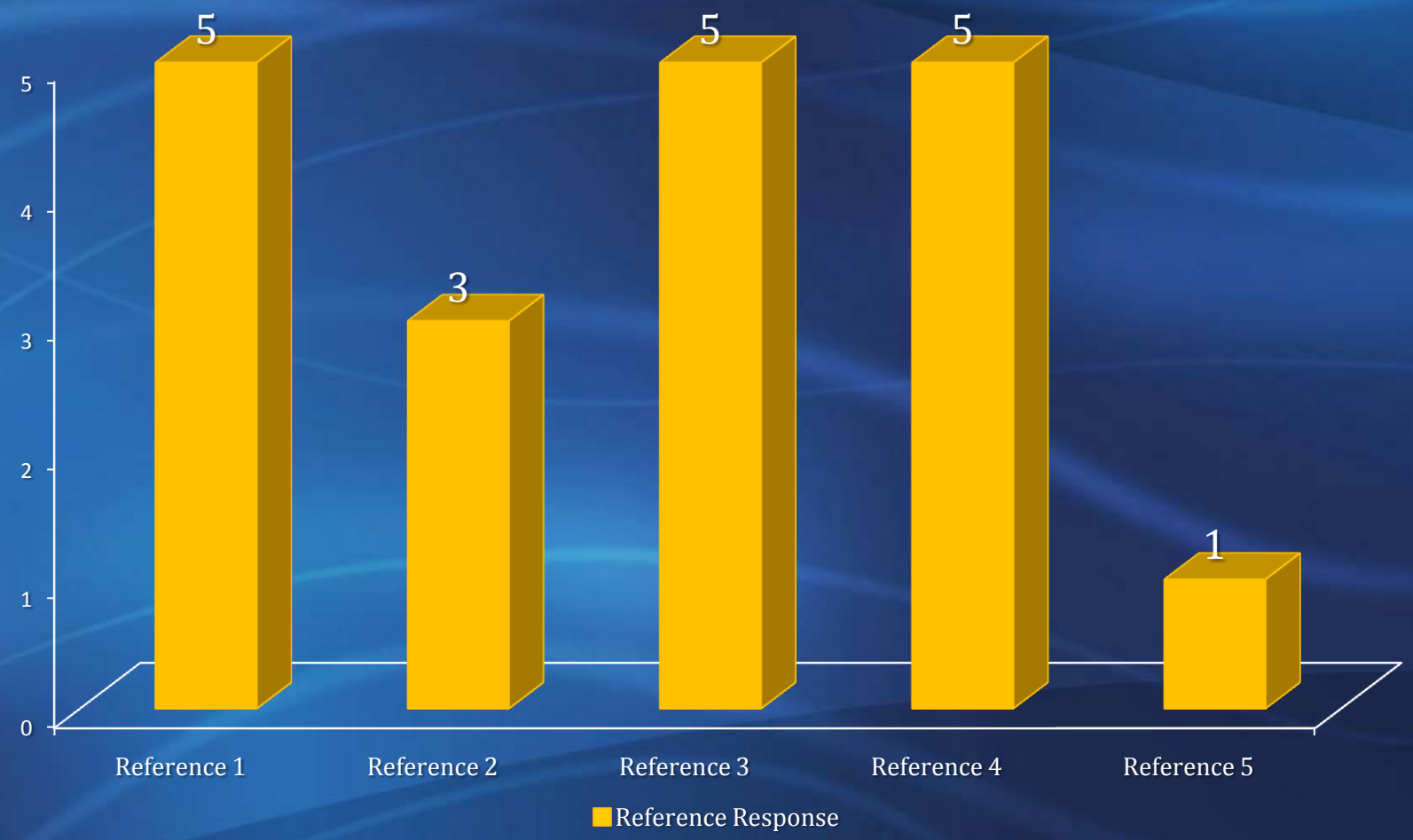
How would you rate the vendor on training?



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

All information obtained from references provided by vendor.

How would you rate the vendor on support?



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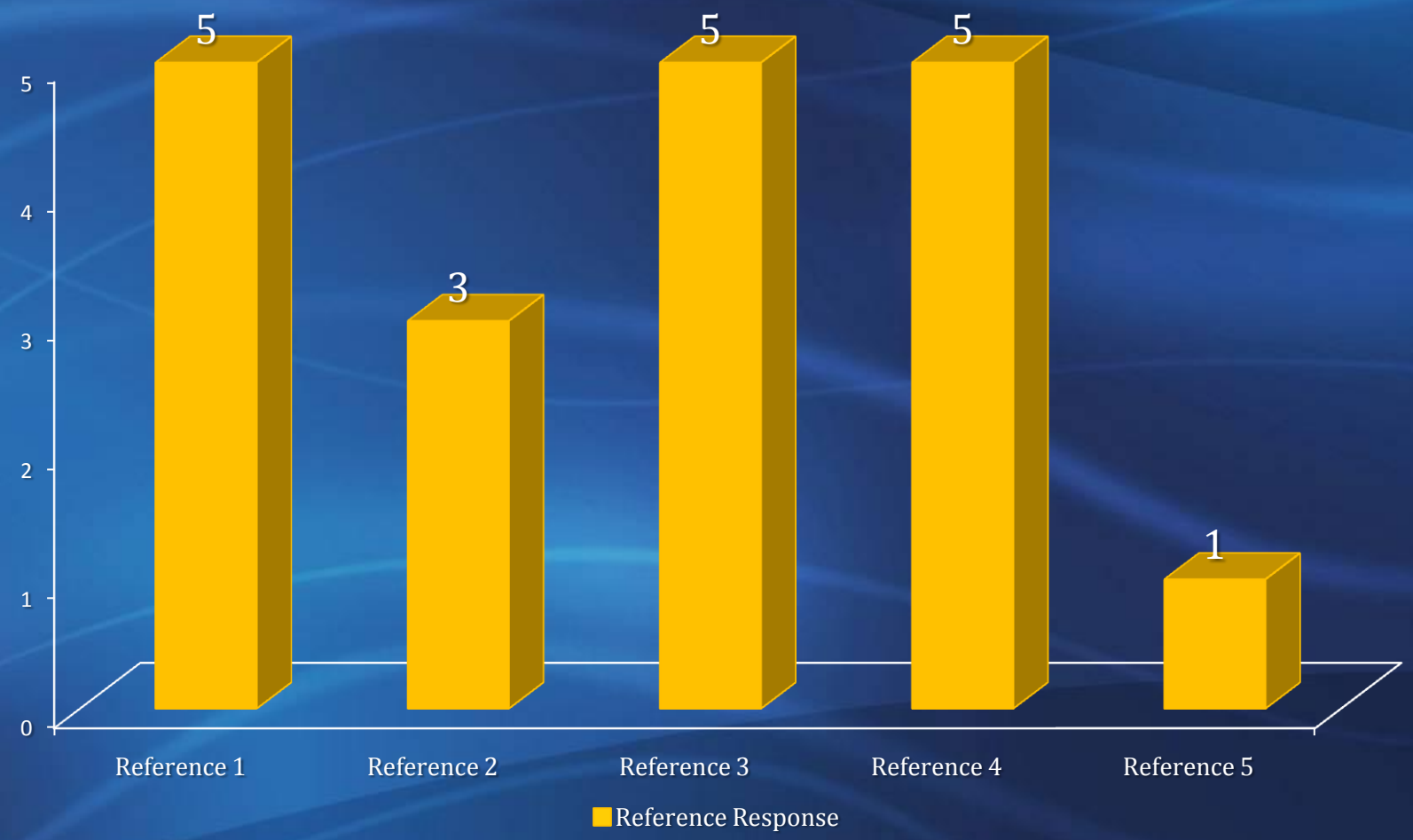
All information obtained from references provided by vendor.

How would you rate the vendor on service?



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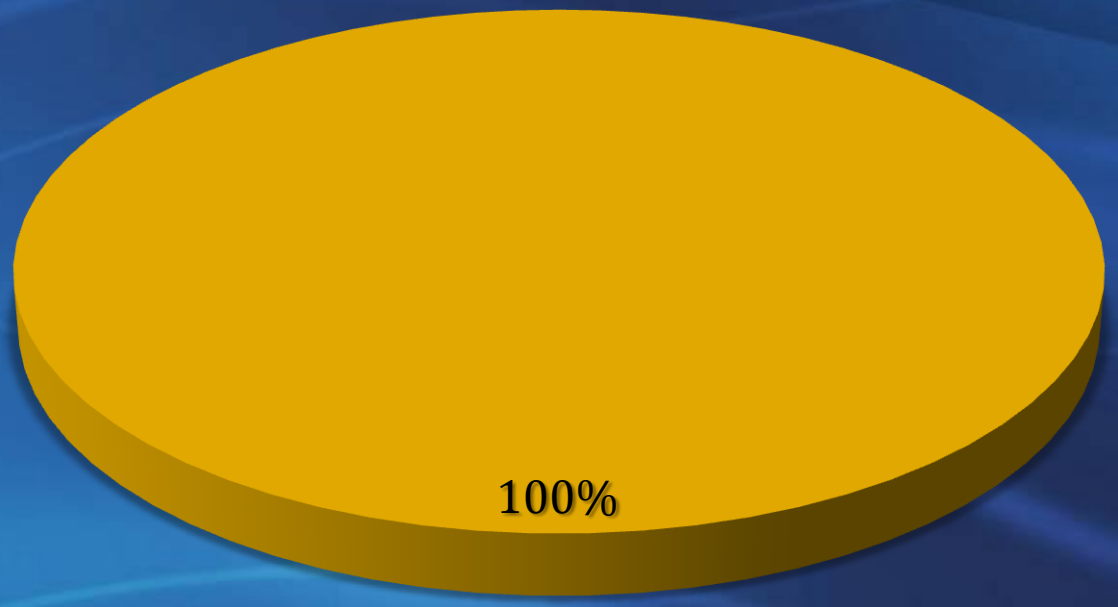
All information obtained from references provided by vendor.

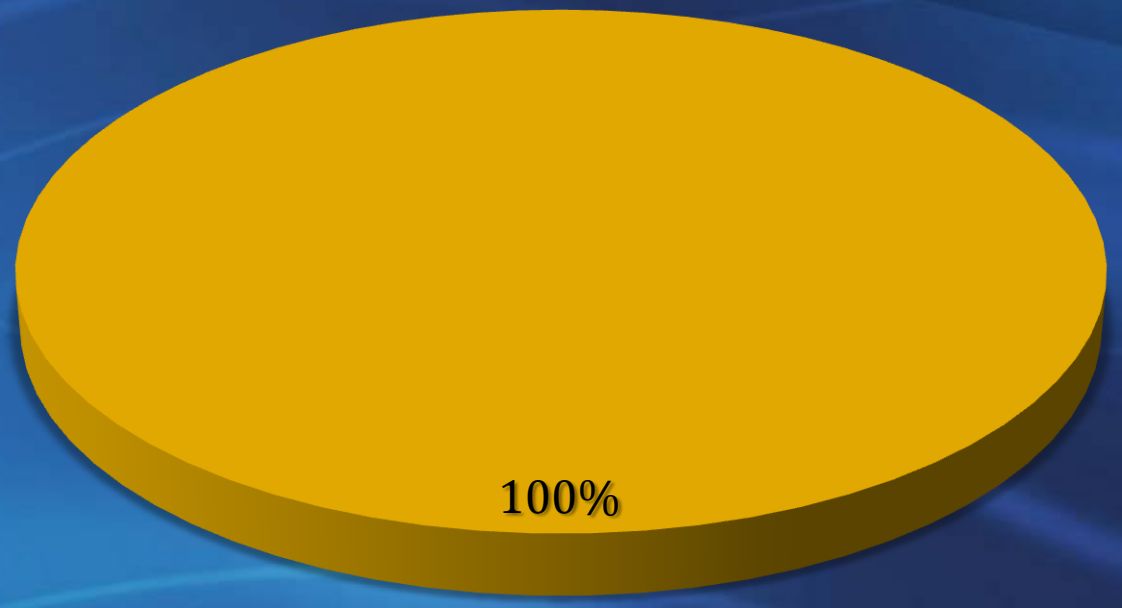
Would you purchase this system again?



Yes No

All information obtained from references provided by vendor.

Would you purchase from the same vendor again?



Yes No

All information obtained from references provided by vendor.

For more information visit:

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