

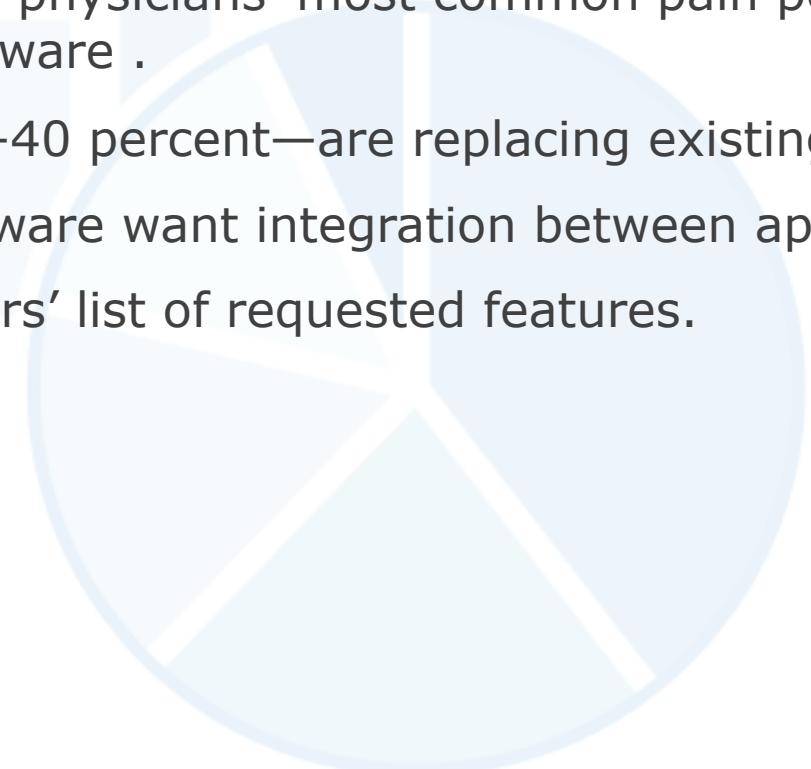


Electronic Health Records (EHR) BuyerView Report 2014

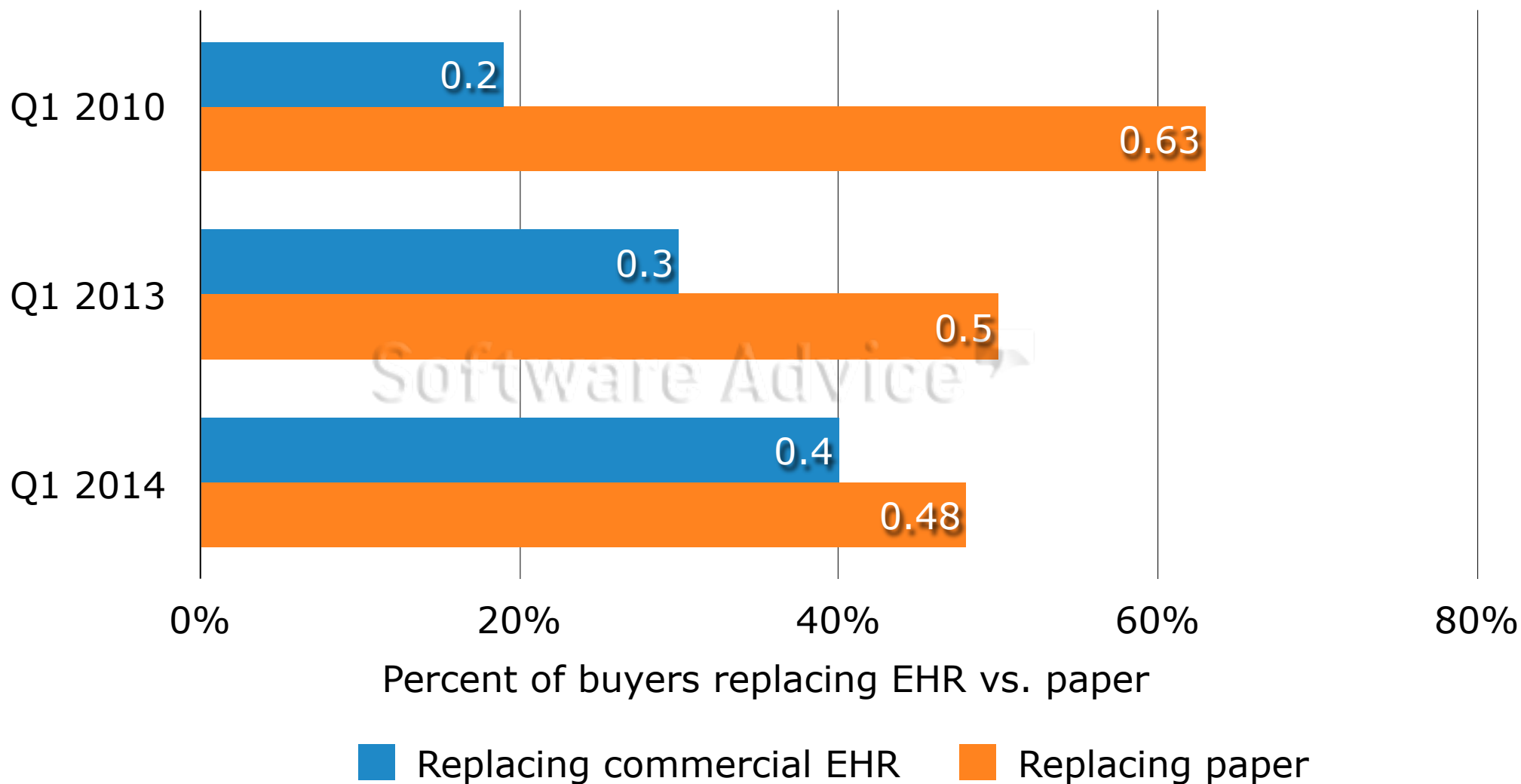
Insight into today's software buyer

Abstract

Software Advice regularly speaks on the phone with medical practices seeking new EHR software. We randomly selected 385 of our phone interactions from January–March 2014 to uncover physicians' most common pain points and their reasons for purchasing new software .

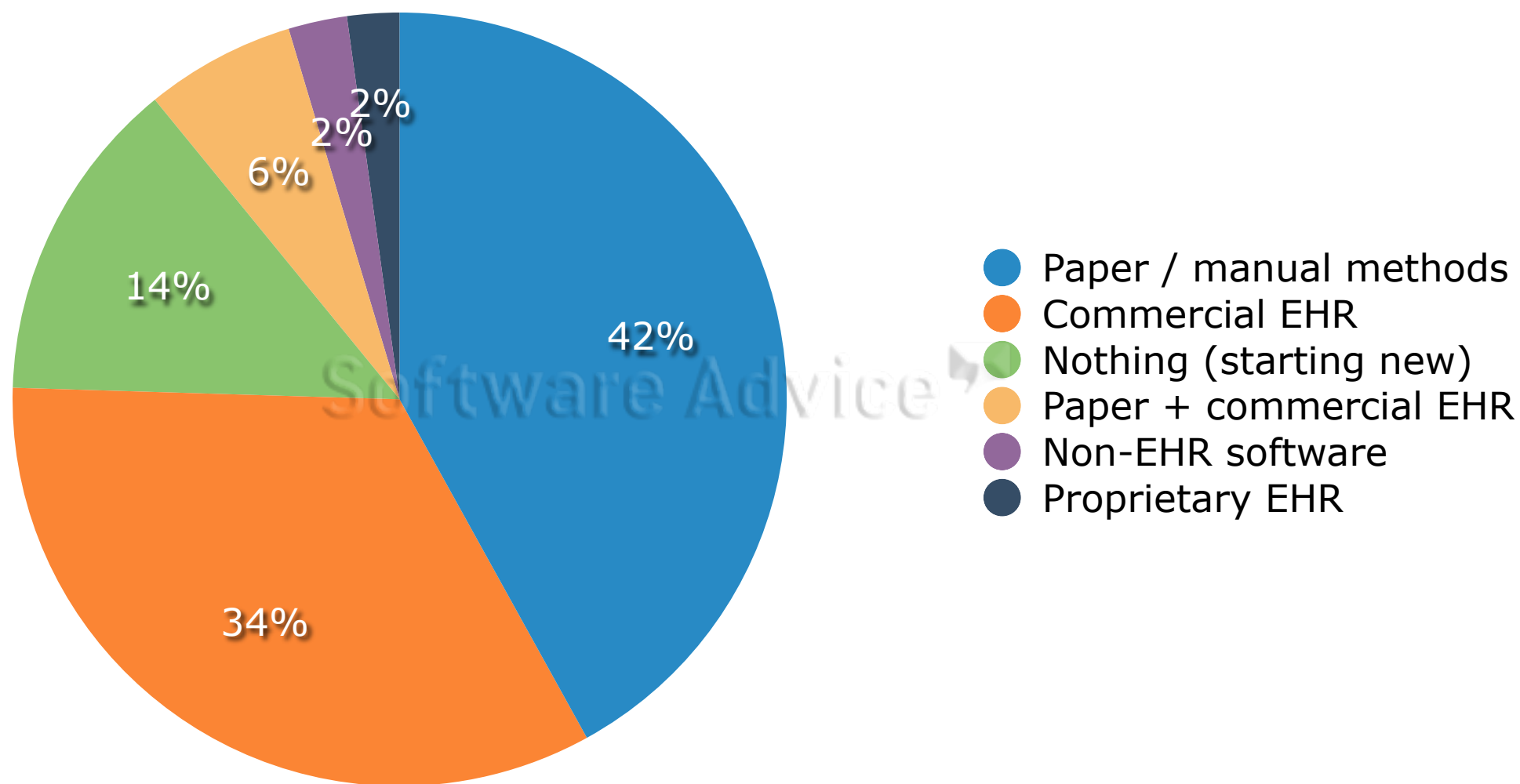
- A growing number of buyers—40 percent—are replacing existing EHR systems.
 - Buyers replacing existing software want integration between applications.
 - Mobile support tops EHR buyers' list of requested features.
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More Buyers Are Replacing Existing EHR Software



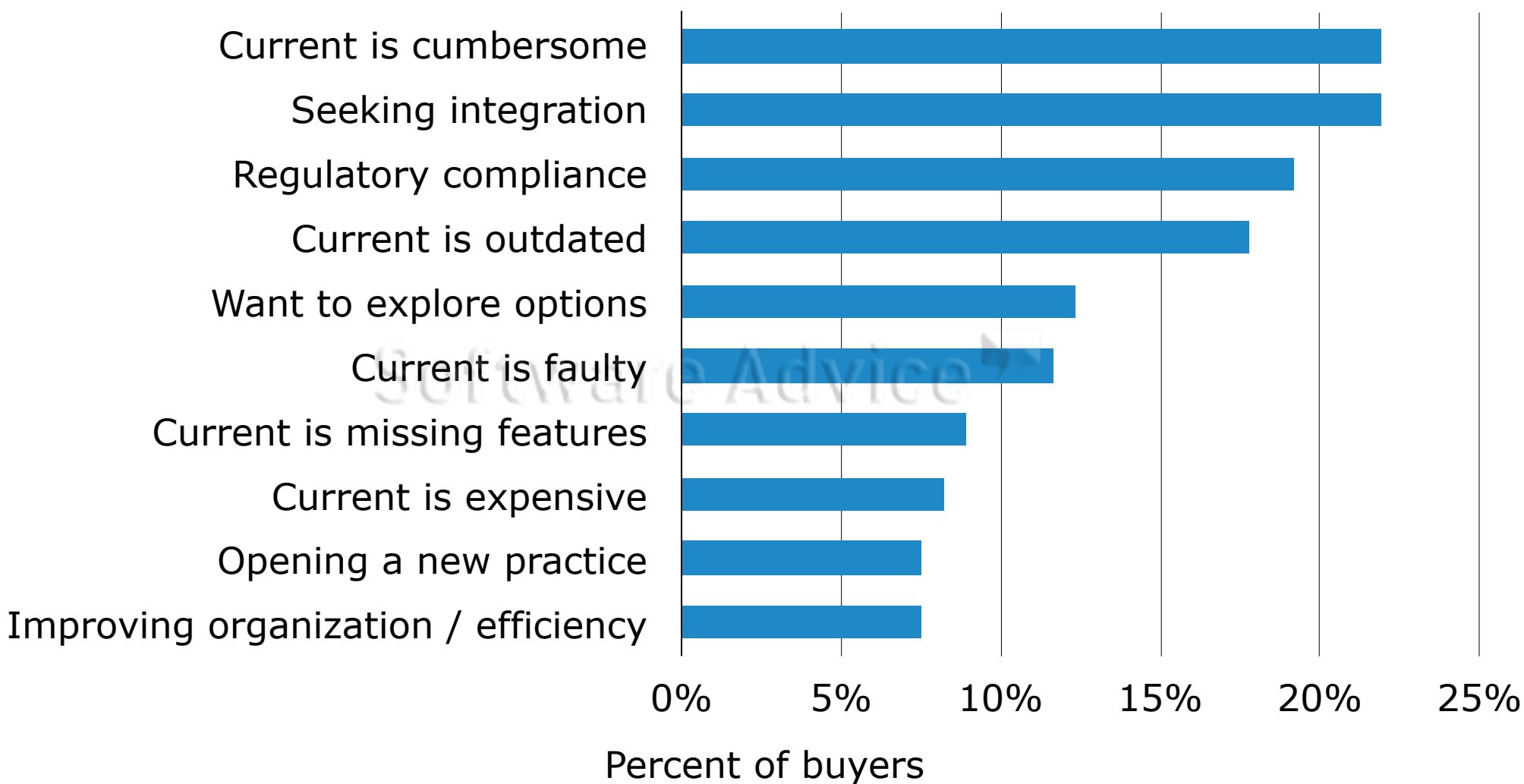
In 2010, only 19% of buyers were purchasing an EHR to replace an existing system. By 2014, that figure has risen to 40%.

EHR Buyers' Current Charting Methods



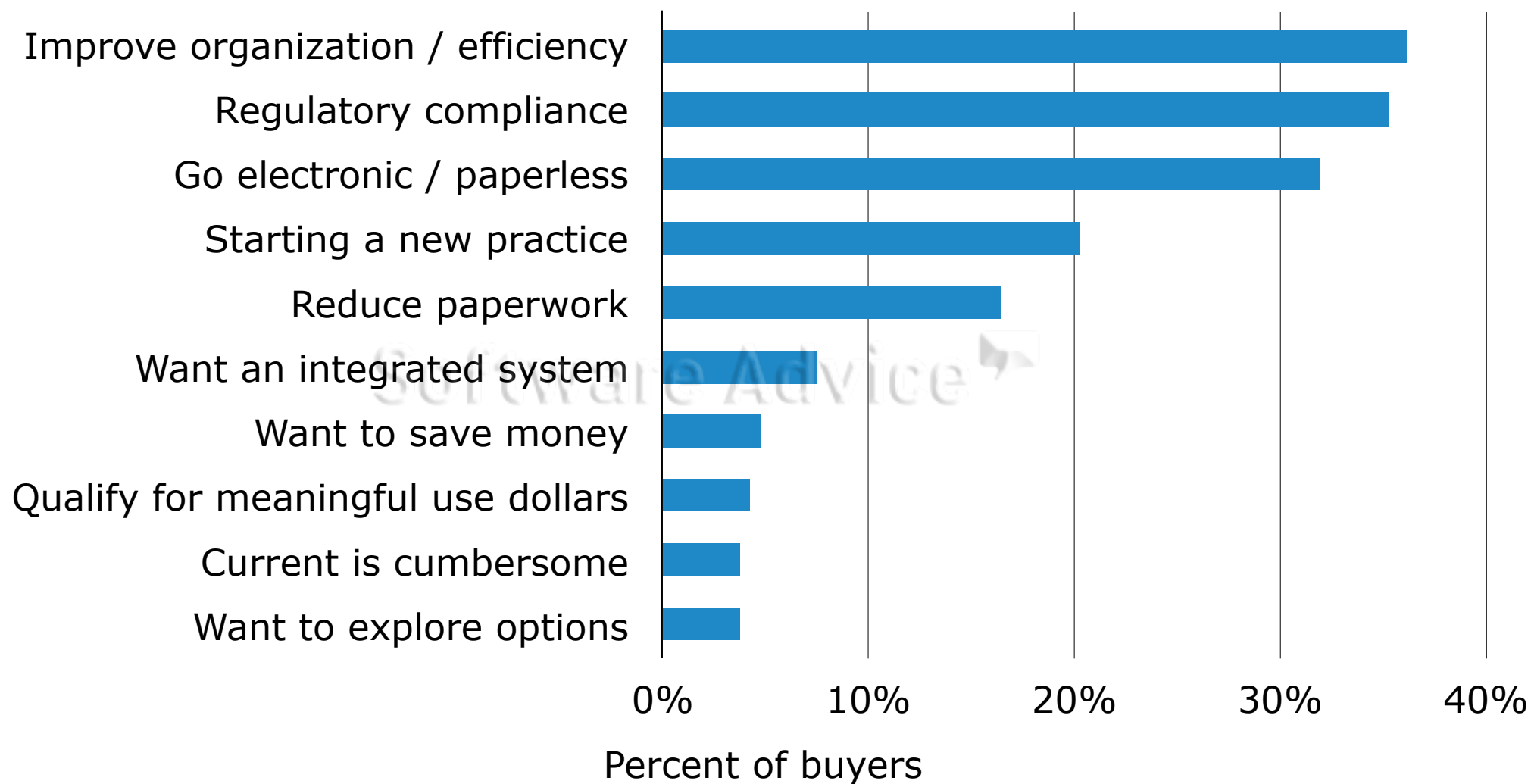
Paper remains the most commonly used method for record-keeping among the EHR buyers we spoke to, though existing EHRs are a close second place.

Existing EHR Users Want Better Performance and Integration



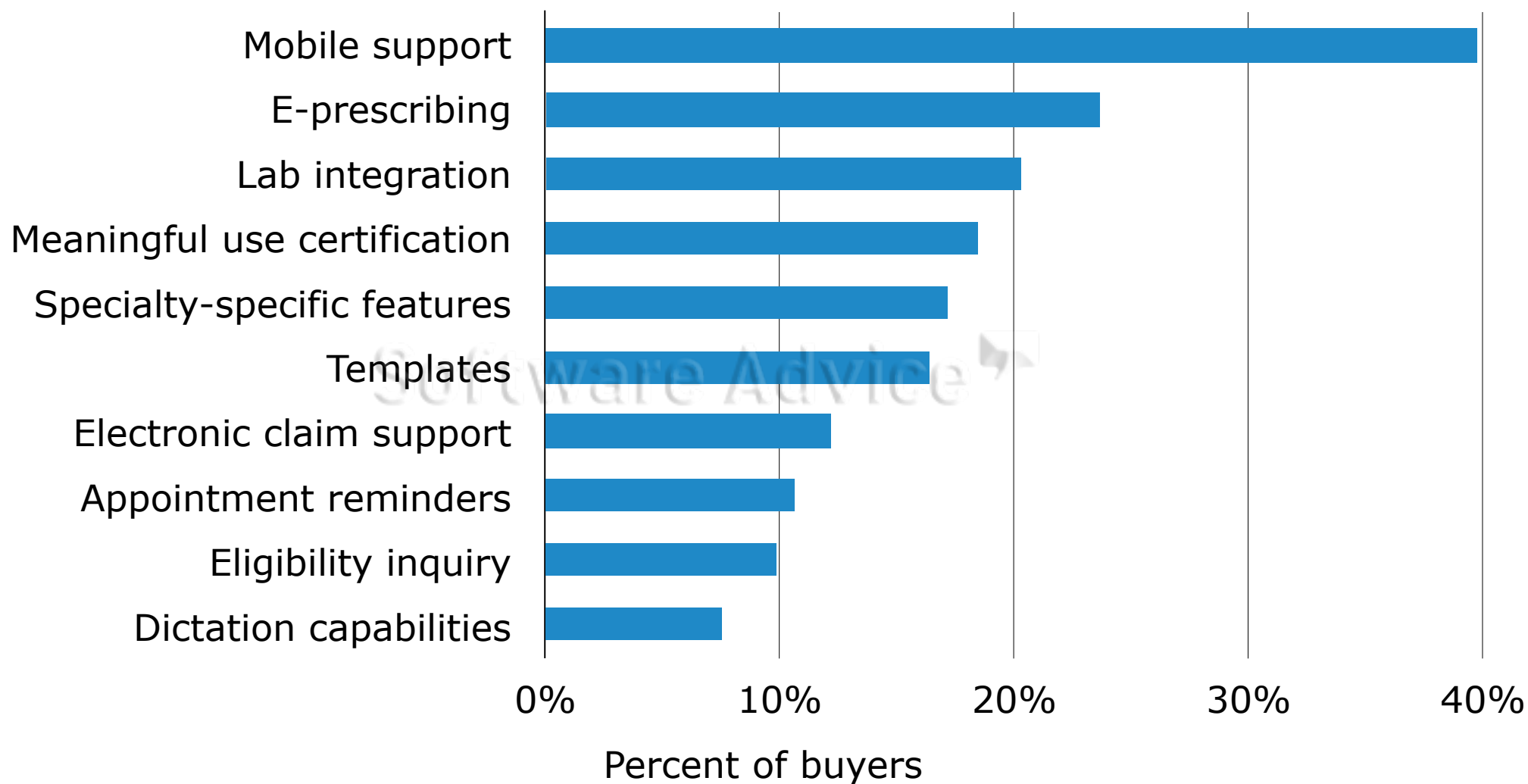
Buyers replacing an existing EHR are doing so because their current solution is too cumbersome, and/or they want integration with billing or scheduling functions.

First-Time Buyers Want to Improve Organization and Efficiency



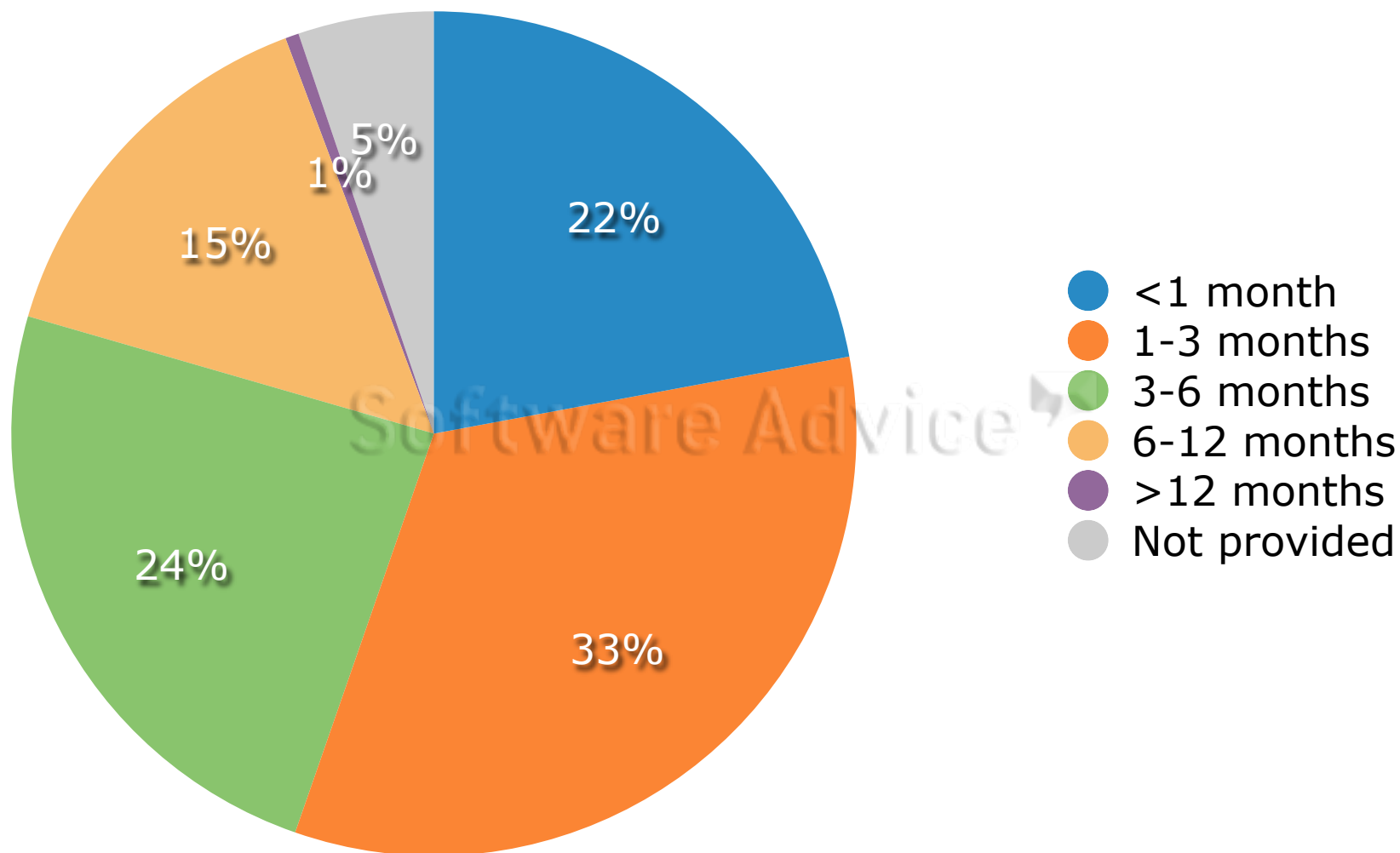
First-time EHR buyers want the benefits of a paperless practice (organization, efficiency, reduced paperwork), and want to be able to attest to meaningful use.

Mobile Support Tops List of Requested EHR Features



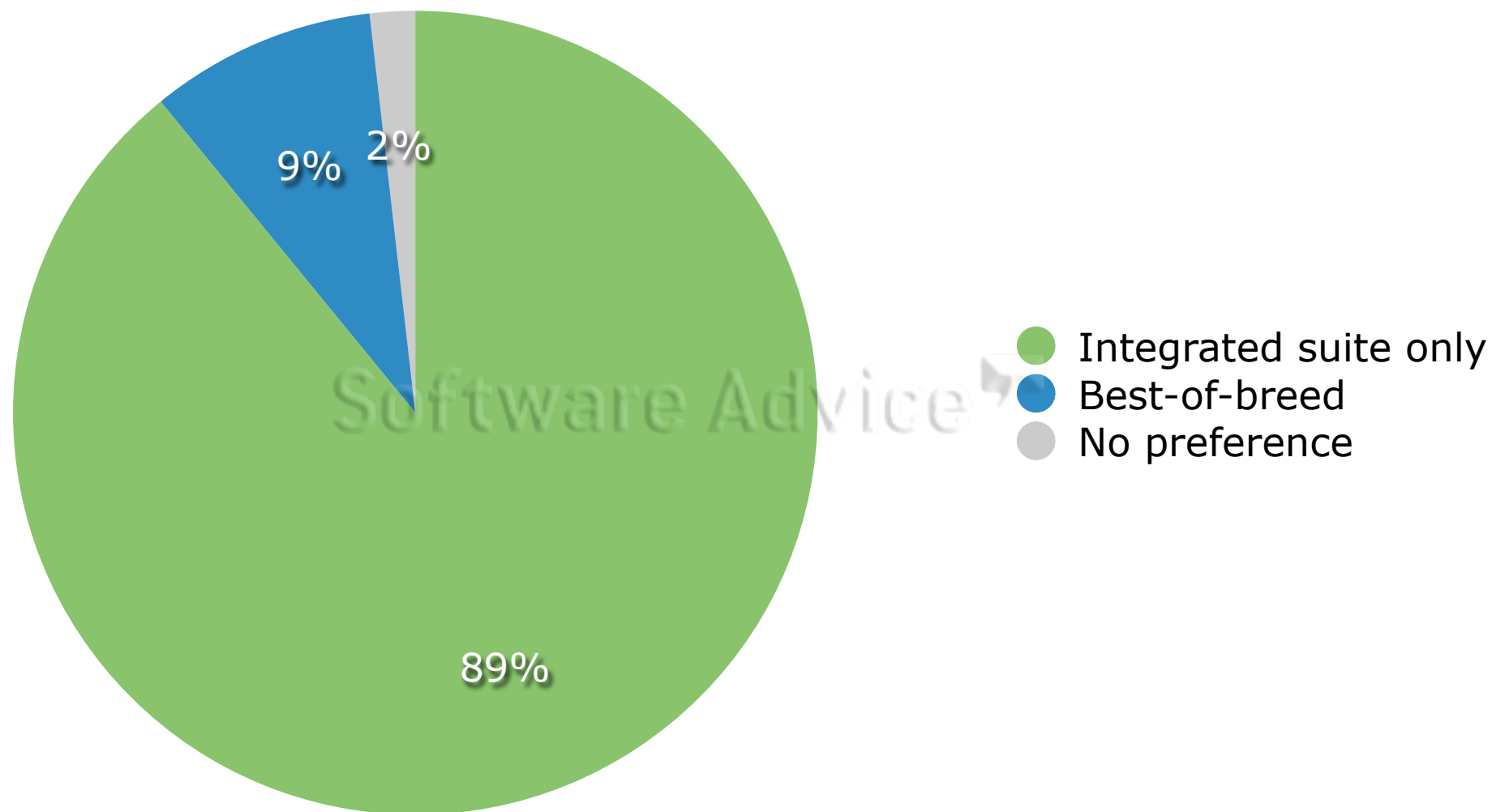
Among the 10 most-requested features of EHR buyers, the desire for EHRs with smartphone and tablet applications was most common.

Most Buyers Want New Software in Place Within 3 Months



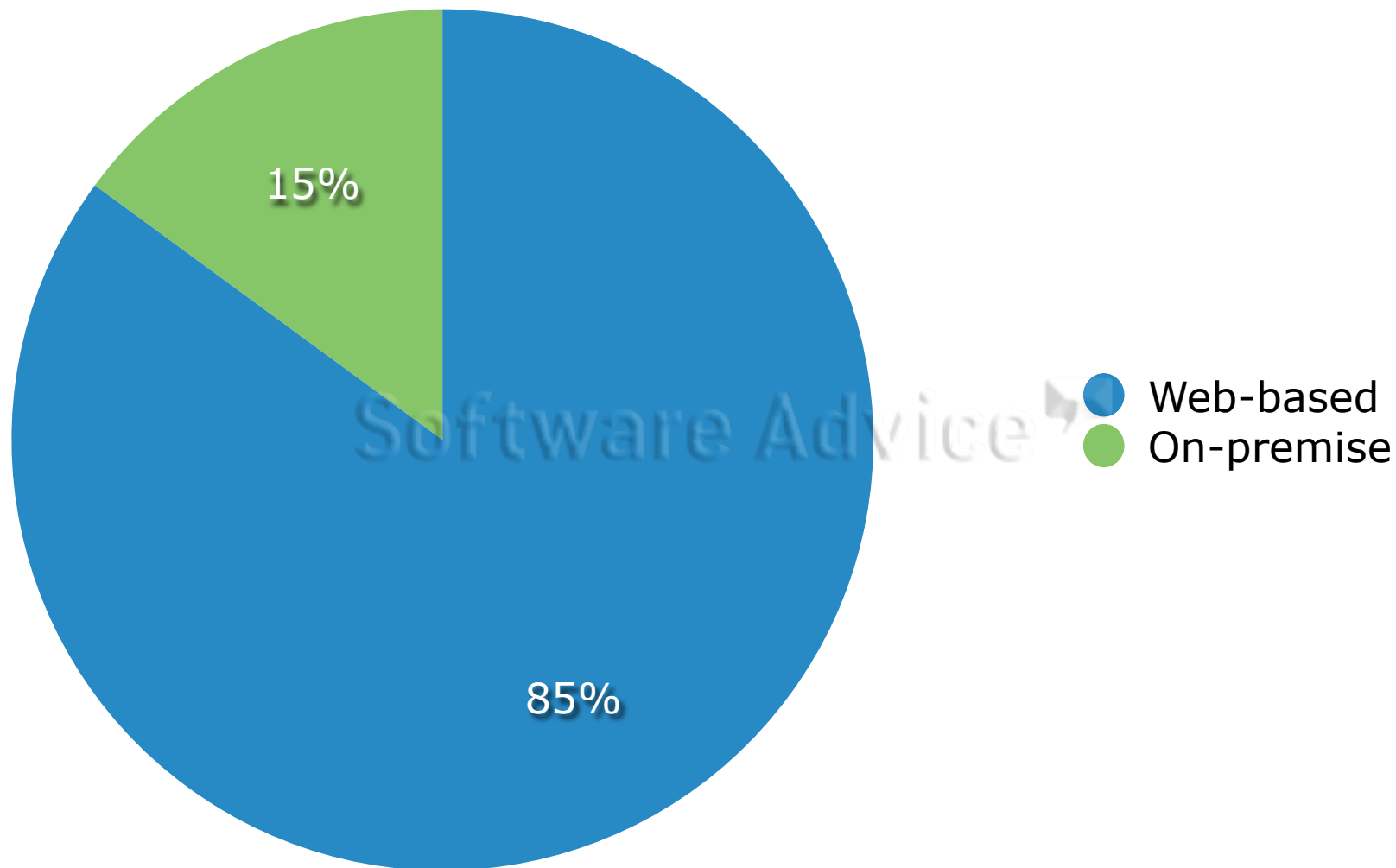
Nearly 25% of the buyers wanted a new system in place within one month. Only 5% of buyers expressed willingness to wait “as long as it takes.”

EHR Buyers Prefer Integrated Suites



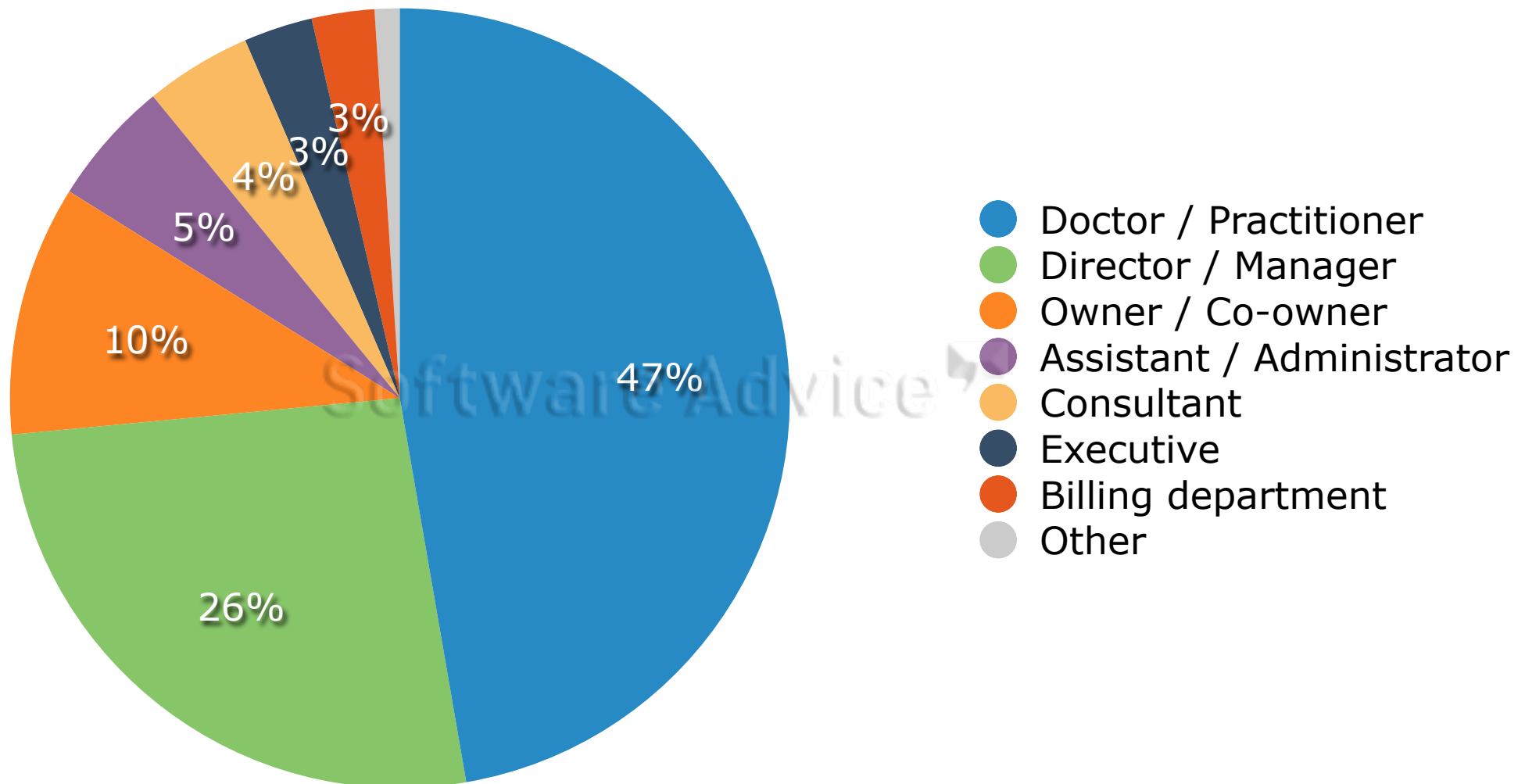
The vast majority of buyers requested an integrated software suite. These buyers wanted applications such as scheduling or billing integrated with the EHR.

Buyers with a Preference Prefer Web-Based EHR Software



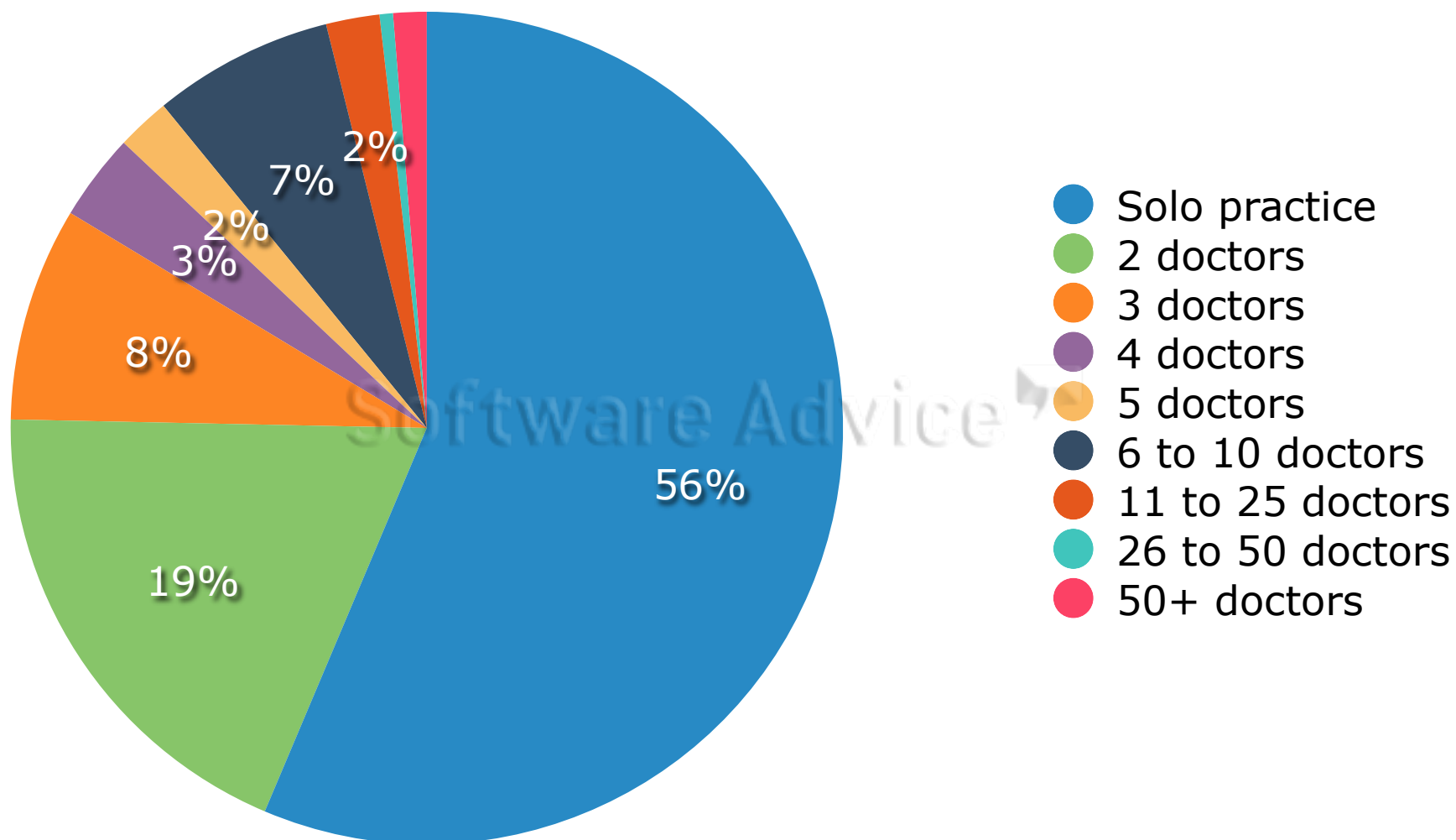
60% of buyers had no preference between deployment models. Among those with a preference, 85% requested Web-based software solutions.

Titles of EHR Buyers



Almost half of the buyers we spoke with—47%—were medical practitioners (doctors, dentists, mental health counselors, etc.).

EHR Buyers' Practice Sizes



Most of the buyers in our sample came from practices with one or two doctors. Only a small fraction of buyers came from practices with more than 25 doctors.

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