

Software Advice BuyerView: Field Service Software Report

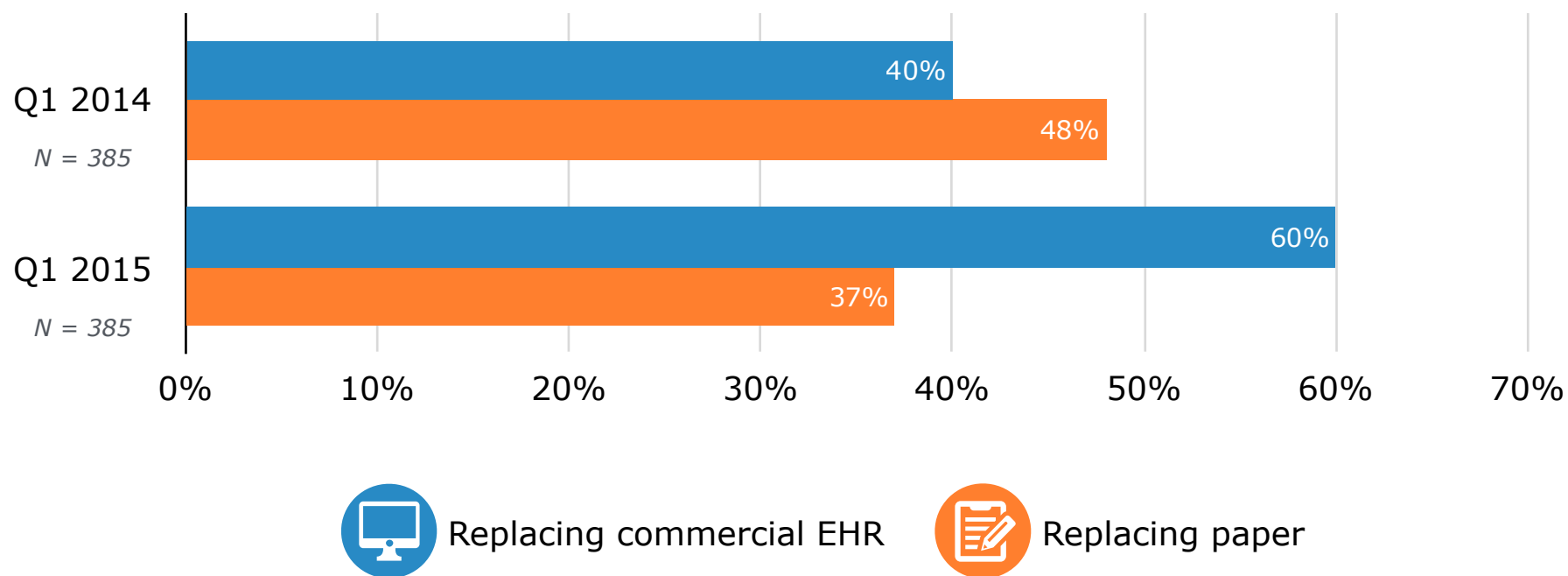
Insight into today's software buyer

Abstract

Each year, Software Advice speaks with thousands of medical practices looking to purchase the right electronic health records (EHR) software. We recently analyzed a random selection of our phone interactions from January to March 2015 to uncover physicians' most common pain points and reasons for buying new software. Here are some of our key findings:

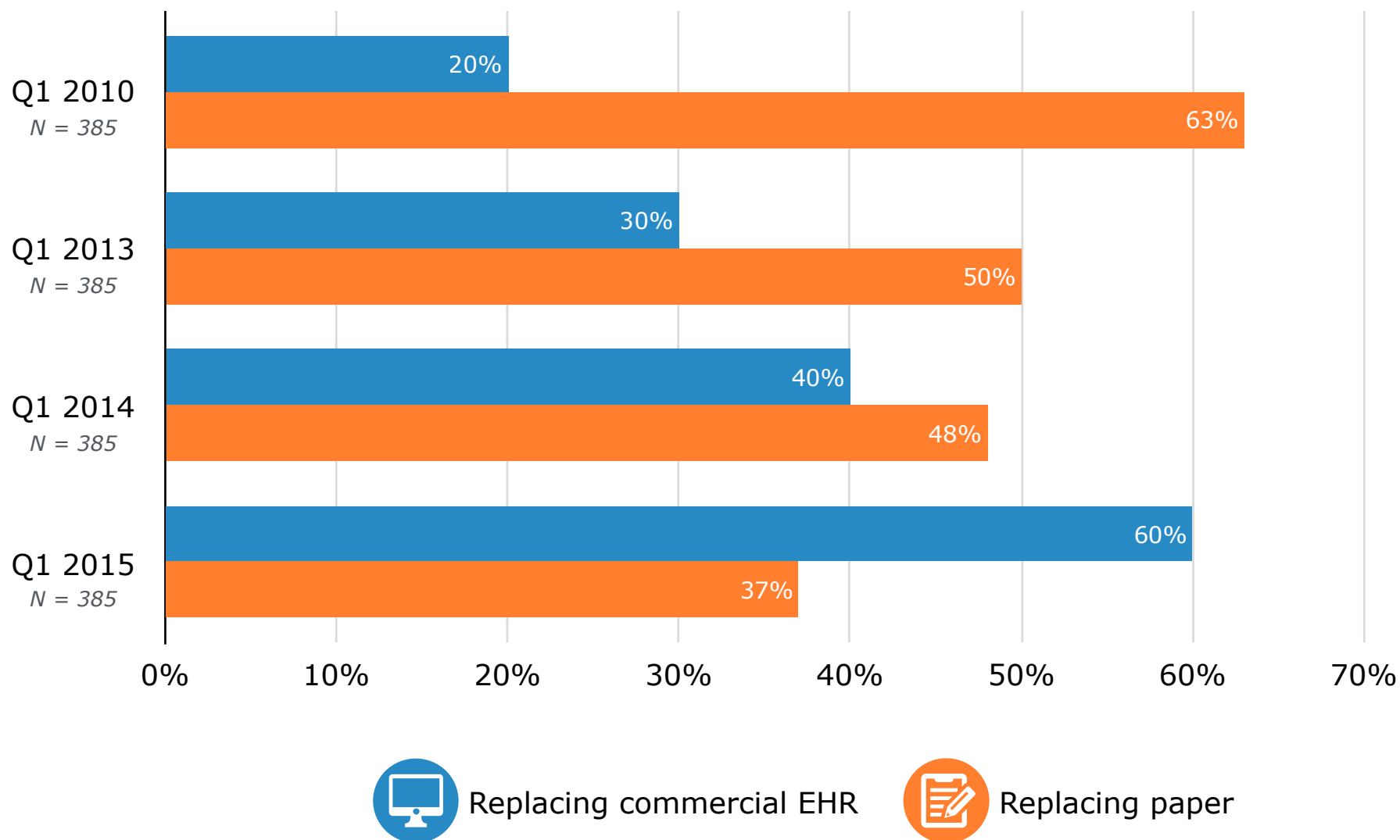
- The number of buyers replacing existing EHR software has increased 59 percent since 2014.
- Billing is the top-requested application for the highest percentage of EHR buyers (45 percent).
- Buyers in our sample most often request functionality for tracking patients, customizing templates and enabling regulatory compliance.

59 Percent More Buyers Are Replacing Existing EHRs



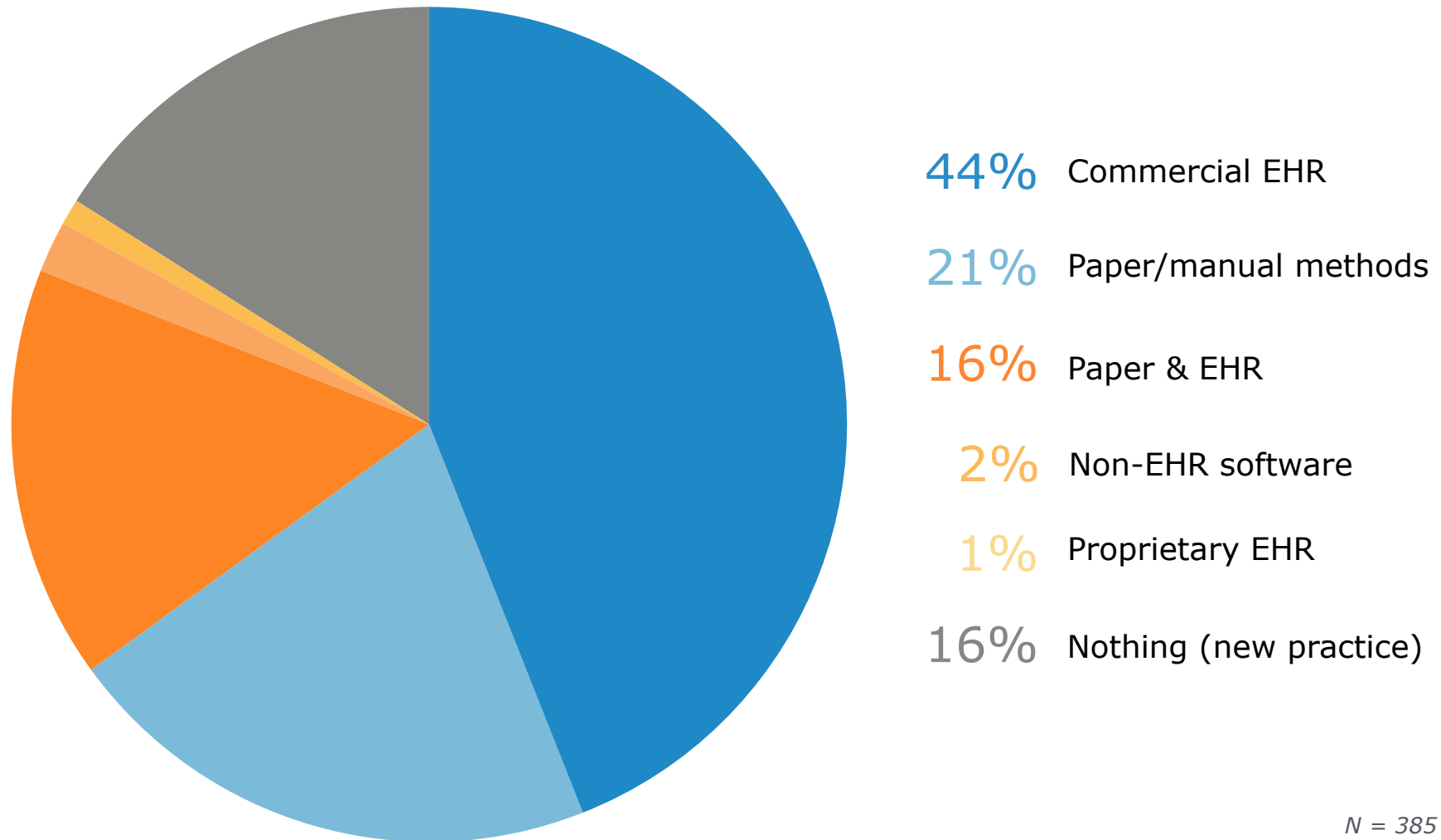
In 2014, 40 percent of buyers were already using EHRs. This year, 60 percent of buyers are already using EHRs: a 59 percent year-over-year increase.

EHR Replacement Rates Continue Growing Since 2010



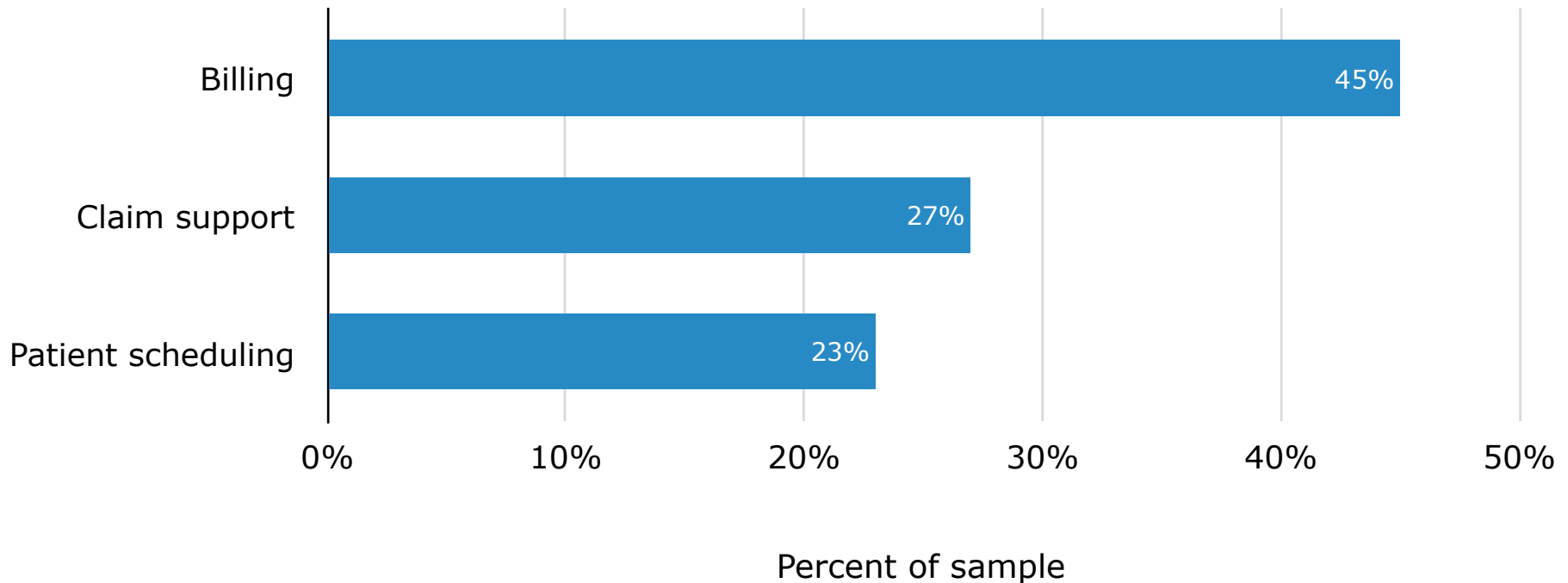
Back in 2010, a full 63 percent of buyers were looking to replace paper methods—but in 2015, that number has dropped to 37 percent.

Commercial EHRs Are Prospective Buyers' Top Charting Methods



We asked buyers what methods they are currently using to handle operations. The highest percentage in our sample (44 percent) rely solely on commercial EHRs.

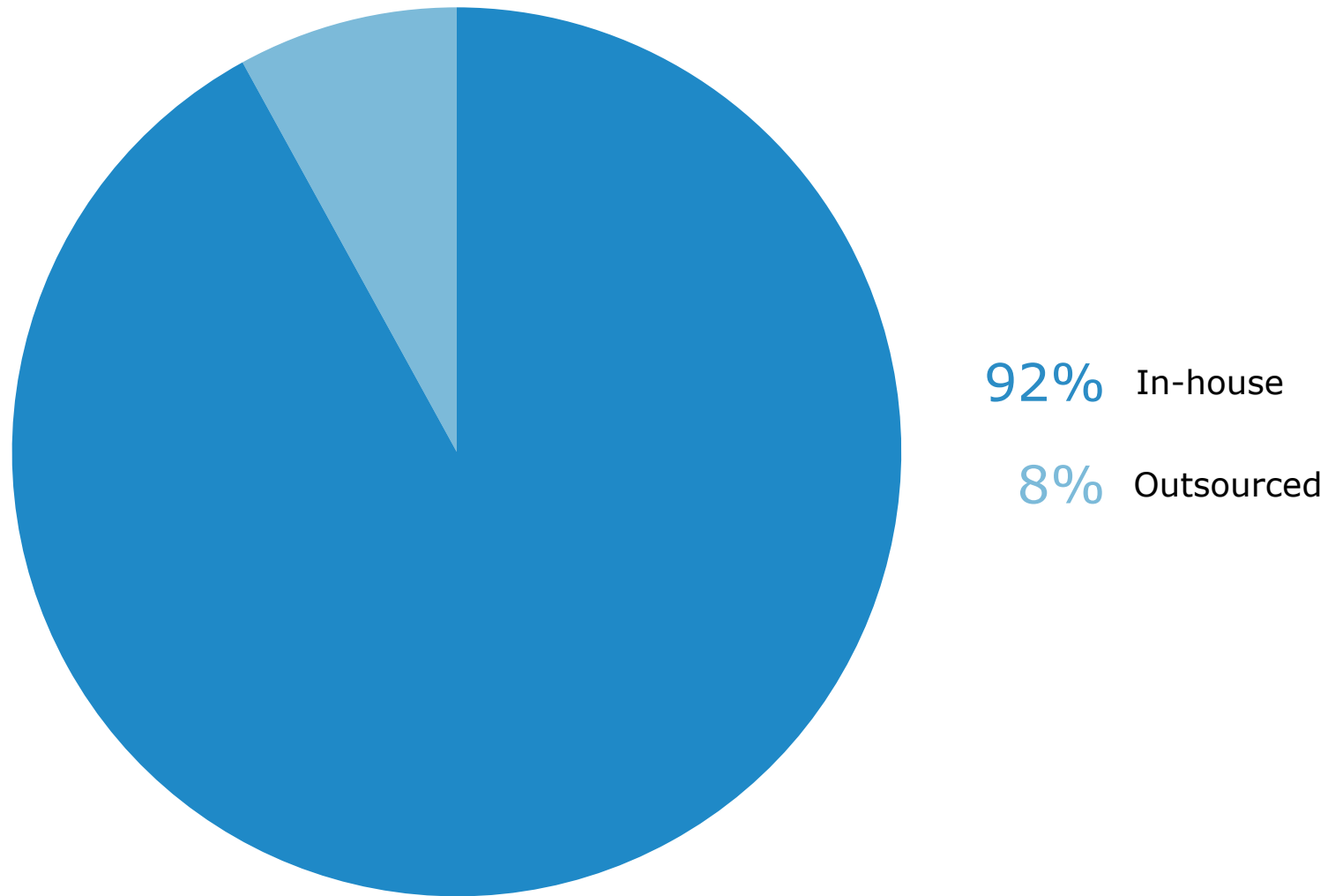
Billing Is the Top-Requested Application



N = 200

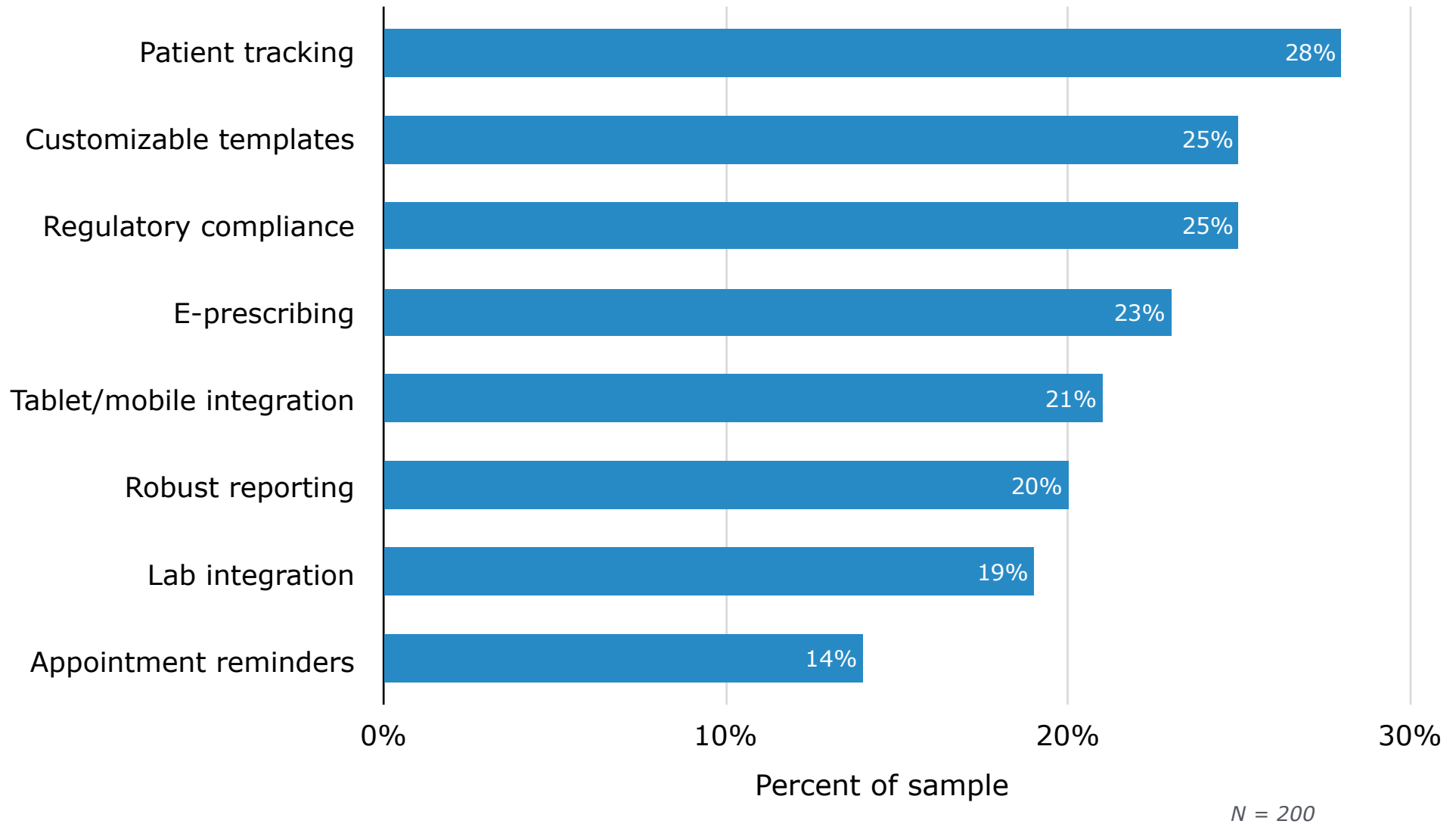
Forty-five percent of buyers in our sample are interested in billing applications and more than one-quarter (27 percent) request a claim support application.

Prospective EHR Buyers' Billing Practices



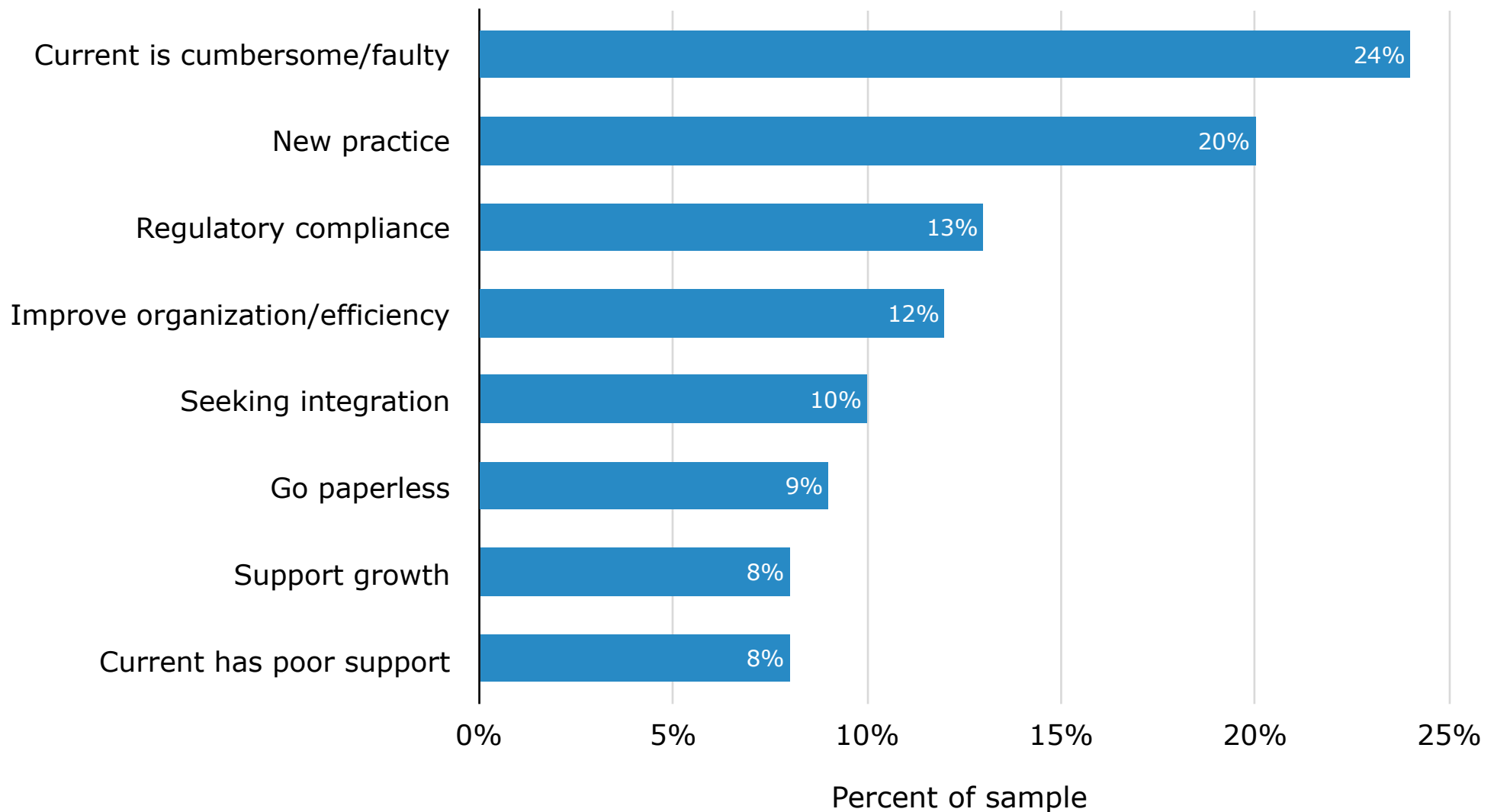
Only 8 percent of our buyers tells us they use third-party medical billing services.

Top-Requested Functionality Is Patient Tracking



28 percent of our sample seek software with patient tracking capabilities, which includes monitoring assessments, treatment plans, progress notes etc.

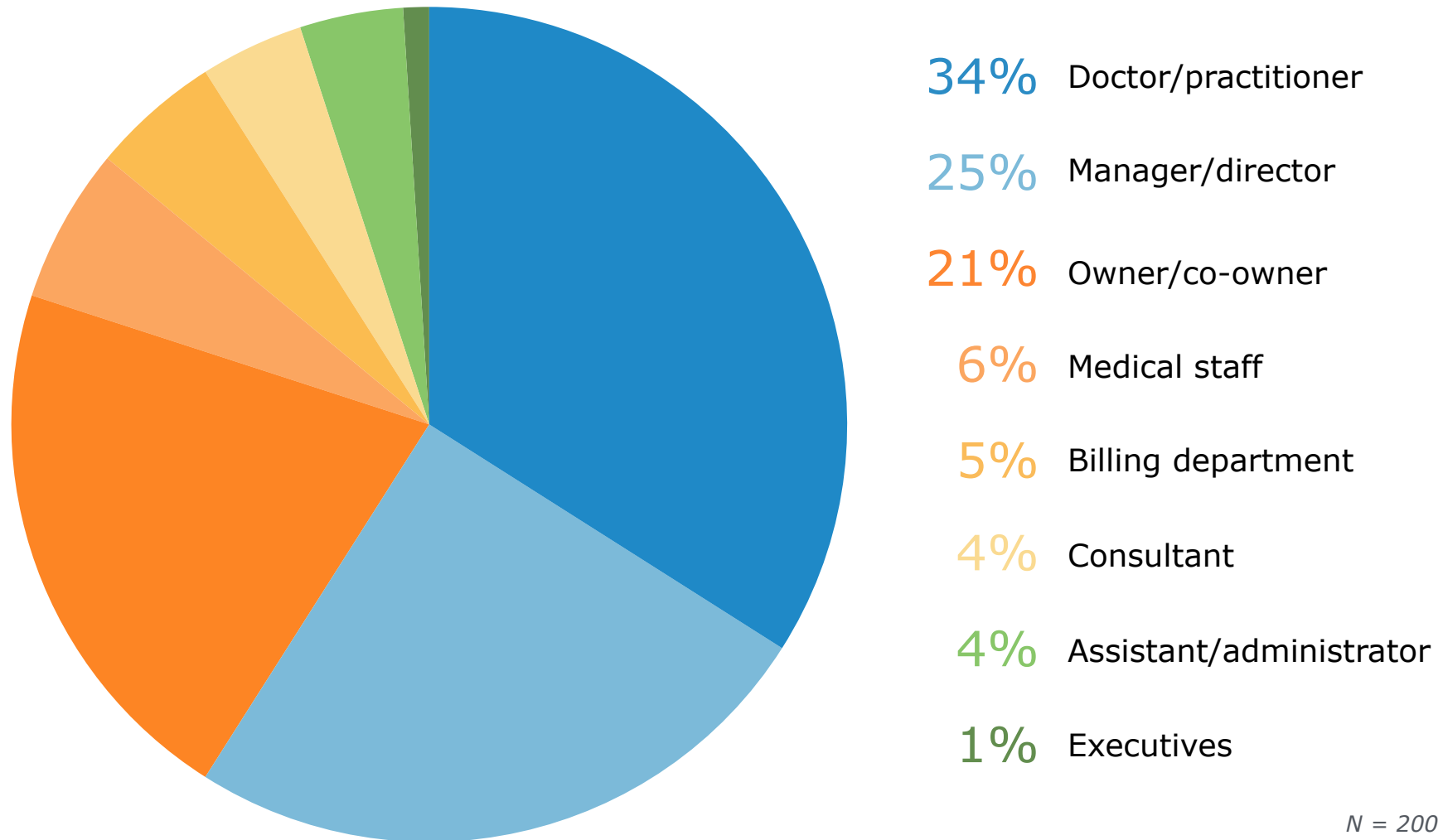
Dissatisfaction With System Is Top Driver for Shopping Around



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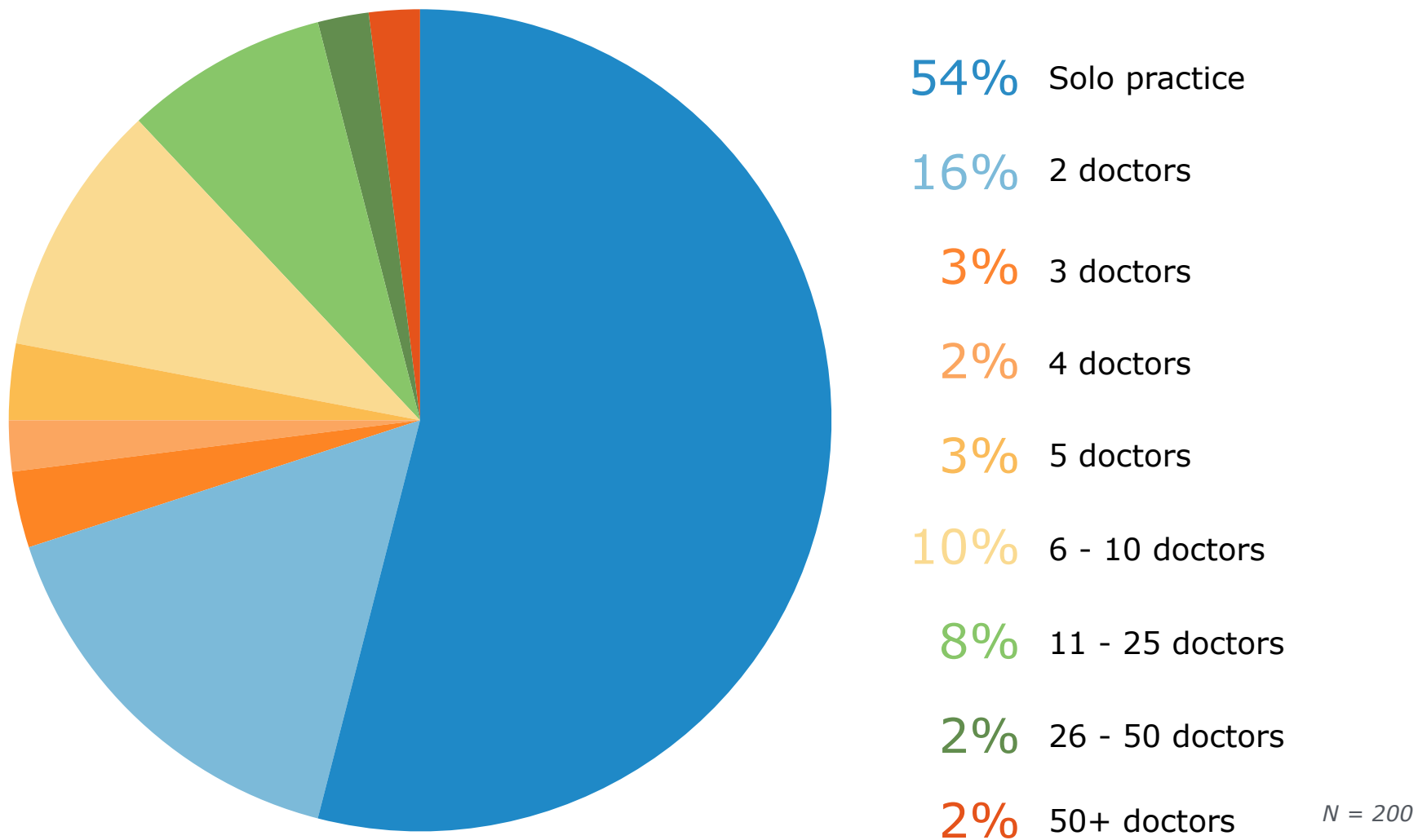
Digging into buyers' motivations for seeking new software, nearly one-quarter (24 percent) say it's because their current EHR is too cumbersome or faulty.

By Job Title: Prospective Buyer Size



The largest percentage of buyers in our sample represent doctors or practitioners (34 percent) and managers or directors (25 percent).

By Number of Employees: Prospective Buyer Size



More than half of buyers are in a solo practice.

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