Guide to Switching EHRs
Essential steps to ensure success

Since 2010 the frequency of EHR switching has grown by 30% each year, with 40% of today's providers migrating from one EHR to another.[1]

There are many reasons why docs are ditching their EHR. At the top of the list: Inefficiency, poor vendor support, and the EHR simply does not meet practice needs.

If you're thinking that it's time to move on from your current vendor, read on for guidance on how to do it right.

Step 1
Learn from your experience

Take the time to clearly identify the reasons you are switching. Understanding why your current system is failing can prevent history from repeating itself.

Talk to all your stakeholders - physicians, administrators, billing staff, and support staff. Remember, the more specific they can be, the easier it will be for you to identify a solution to their problems.

> **Key questions to ask:**
>
> - What features are not working like they should?
> - Where is time wasted?
> - Why are people avoiding the EHR?
> - Where has support or training been lacking?

[1] McCormack, Melissa. (2014 April). EHR Software BuyerView. Software Advice

Step 2
Create a detailed shopping list

Now that you understand your needs, create a detailed shopping list for your new EHR. Be as thorough as possible. Consider ALL of the factors required for the system to work in your practice including training and implementation, support requirements, and future growth needs.

Clearly identifying what is critical to your success will help ensure this EHR switch is your last.

Key considerations for your EHR shopping list:

1. Financially sound vendor with staying power
2. Specialty specific knowledge
3. Ease of use and efficiency
4. Customizable
5. Integrated Practice Management
6. ICD-10 ready
7. Meaningful Use certified
8. Robust financial reporting
9. Proven billing solutions
10. Flexible training options
11. Uncompromising support
12. Cloud and On-Premise options
13. Solutions for multi-provider, multi-location practices
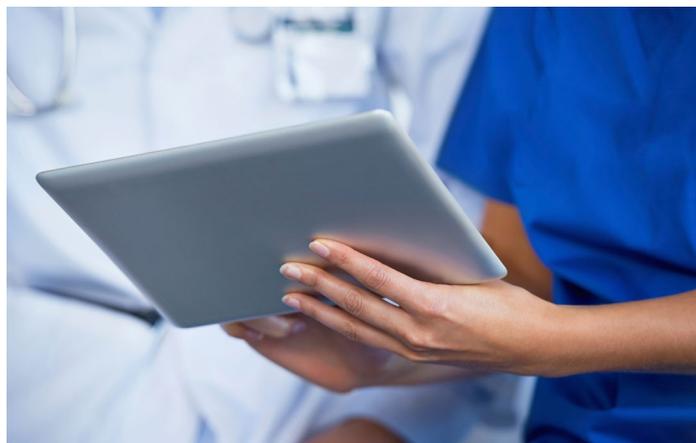
Step 3
Plan for a data conversion

Data conversion—moving the data from your old EHR to your new—is one of the most important aspects of any EHR switch. If not planned for, data migration can be a major headache during the switch.

Data conversion is not a task you can undertake by yourself; you will need a lot of help from your EHR vendor.   A good EHR vendor should be prepared to offer you a data conversion service to handle the migration of your data. If they don't offer such a service or are unwilling to help you with conversion, look for another EHR vendor. Data conversion is just too critical to the success of a switch to overlook.

Tips for planning your data conversion:

▪ Create a data conversion team to make sure all meaningful data is carried over and all stakeholders are represented in the process.

▪ Work with your EHR vendor upfront to determine how much of data can be converted. How exportable the data is in your current system may ultimately determine which data can be imported to your new EHR.

▪ Plan to work with your EHR vendor to test your data conversion in order to tweak the process before your final data conversion.

▪ Determine where you will store data that isn't being converted. Remember, you are required to store some data for as long as seven years.

Looking to switch EHR vendors?

For more than 30 years Compulink has been a recognized leader in EHR, Practice Management and Revenue Cycle Management solutions for the specialty practice. Our system is designed to maximize efficiencies to improve patient care and practice profitability.

We offer the industry's only 1 hour service guarantee, along with comprehensive implementation services, data conversion, and flexible training options to ensure your success.

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