



EHR Preferred Vendor Program FAQs

Q. How were the vendors participating in the OHIP Preferred Vendor Program selected?

A. OHIP released an RFP (Request for Proposal) in April of 2010 and received responses from 40 EHR vendors. Utilizing a review by a committee comprised of physicians, hospital CIOs, corporate CEOs, practice managers, OHIP staff and other interested parties, we conducted a very thorough and detailed review of functionality, pricing, sustainability, certification and willingness to accept OHIP's contractual terms.

Q. What is the benefit of purchasing an EHR from one of the Preferred EHR Vendors?

A. By utilizing one of OHIP's Preferred EHR vendors, providers can be assured that the vendor met or exceeded the guidelines determined through our extensive review process for functionality, pricing, sustainability, certification and willingness to accept OHIP's contractual terms.

Q. Do I have to worry that the Preferred Vendors will not be around to support my practice as I work towards meaningful use?

A. It is always difficult to see what the future holds; however, during OHIP's review process, sustainability was one of the items that was scrutinized to the fullest. We feel these vendors are all leaders in the EHR field and will be able to support Ohio's physicians for the long-term.

Q. Since OHIP is involved in this process, do I still need to have my contract with an EHR vendor reviewed by legal counsel?

A. As in any business decision, it is always good business to seek the expert advice from legal counsel.

Q. Are all the OHIP Preferred Vendors certified by the Office of the National Coordinator so I can achieve meaningful use and receive my incentive payments?

A. The Office of the National Coordinator recently announced the organizations approved by them to begin certifying EHR products. Each of OHIP's Preferred Vendors are contractually bound to become ONC-certified to ensure physicians will reach meaningful use.

Q. With so many providers in Ohio purchasing EHRs will I be able to implement my EHR in a timely manner?

A. Each of OHIP's Preferred Vendors have committed their time and energy to Ohio providers and plan to implement in a timely manner. Of course, the earlier you purchase, the sooner you will be added to the vendor's implementation schedule.

Q. I've heard that it is very important to look at my existing office procedures and begin a process to identify the changes I'll need to make for an EHR implementation. How can OHIP help me with this?

A. In addition to OHIP's Preferred Vendor Program, we have contracted with Welch Allyn to provide Ohio providers with their Prep-Select Assessment Tool. This on-line tool provides a

concise and easy-to-use format for providers to determine which office procedures will be impacted by an EHR purchase and implementation.

Q. Are there more products and services I'll need when I purchase an EHR besides the actual EHR? If so, how can OHIP help?

A. Yes, there are other services and products that you might want to investigate to assist your practice before or after the EHR purchase and implementation such as hardware purchases, temporary help, IT support, etc. OHIP has created the ProOhio Health IT Market for Ohio-owned companies that provide these services and products. Visit the OHIP website at www.ohiponline.org for additional information.

Q. Can I be assured that the vendors participating in this program won't "ship" all my support calls to another country?

A. Each of OHIP's Preferred Vendors have contractually agreed to ensure all support calls from Ohio physicians are responded to by representatives located in the United States.

Q. Is a contract review included in this program at no cost?

A. No, it is not included. As in any business decision, it is always good business to seek the expert advice from legal counsel.

Q. Why should I buy an EHR from one of OHIP's Preferred EHR Vendors?

A. OHIP completed a very extensive review process to ensure each of the EHR vendors participating in the Preferred Vendor Program provided value as well as security for Ohio providers. By utilizing an EHR from one of the Preferred Vendors, you can be assured that you are purchasing an EHR that will meet or exceed your expectations.

Q. Because the certification of EHR vendors recently changed, should I be worried that the participating vendors won't become certified and I won't be able to collect my incentives?

A. The Office of the National Coordinator recently announced the organizations approved by them to begin certifying EHR products. Each of OHIP's Preferred Vendors are contractually bound to become ONC-certified to ensure physicians will reach meaningful use.

Q. What's the benefit of purchasing an EHR within the next 6 months?

A. It may not be necessary to purchase an EHR within the next 6 months; however, if you are thinking about purchasing an EHR, you should purchase sooner rather than later. As more physicians begin to purchase and implement, EHR vendors' schedules will become full and implementation dates pushed back. The sooner you implement, the sooner you can start the process of qualifying for financial incentives. That's why we recommend that you begin the review stage as soon as possible.

Q. Do all of the participating vendors offer the exact same pricing?

A. Because each vendor offers a different product, pricing is different from product to product. Also, the delivery of an EHR can be different which can also impact the price of an EHR. If you select an EHR from one of OHIP's Preferred Vendors, you can be assured you are receiving the best price available.

Q. What type of pricing should I expect when I purchase an EHR from one of the Preferred EHR vendors?

A. By selecting an EHR from one of OHIP's Preferred Vendors, you can be assured you are receiving the best price available.

Q. I've heard that EHRs are really expensive and I'm afraid I won't be able to afford to purchase one. Is that really true?

A. Just like purchasing a car, there are many makes and models of EHRs – all with different prices. It is important to educate yourself on the types of EHRs as well as the method of delivery and other items such as hardware and IT support you will need in your office once you convert to an EHR. OHIP can help you through its Preferred Vendor Program, as well as its ProOhio HealthIT Market, educational programs and support and services offered by our regional partners.

Q. What steps should I take now, if I am considering a purchase of an EHR within the next few months?

A. Educate yourself as much as possible. OHIP will provide educational programs on a monthly basis on topics to assist you through this oftentimes confusing process. Also, our regional partners will be providing educational programs and other services to provide assistance. You are encouraged to visit the OHIP website often for additional information: www.ohiponline.org. You should also talk with vendors so you will have a better idea of what the various options are.

Q. How can the OHIP regional partners help me with EHR implementation?

A. OHIP's regional partners are available to provide assistance to those providers seeking assistance with EHR selection, purchase and implementation. For additional information about each of OHIP's seven regional partners, visit the OHIP website: www.ohiponline.org and click on EHR Implementation Services.