

# WHITEPAPER:



# OVERCOMING THE CHALLENGES IN IMPLEMENTING EMR

The bottom line of any Electronic Medical Records (EMR) implementation is operational efficiency. Implementing EMR software surely proves to be valuable to your healthcare organization. Owing to the various options available in the current times, it indeed seems uncertain to comprehend the most appropriate EMR for any organization respectively. Apart from having stated this, it is also challenging enough in implementing EMR. People may not resist change, but they would usually restrict themselves from changing, and this could be one of the challenges faced.

These issues can surely be addressed to a great extent by listing out the various causes and their respective effects. There is a basic requirement of commitment from every level of the practice.

### When do you know it's time for a change?

Shifting from your manual paper-based documentation of medical records to an automated EMR surely seems like an attractive and smart move. However, it would not prove to be smart enough unless, on basic analysis of your current organizational workflow and post EMR implementation operational efficiency, the latter really helps you imbibe cost effective reduction in documentation time. There will be variance in the outcomes in taking this step for practitioners, physicians, healthcare providers, polyclinics, diagnostic centers, small – medium sized hospitals and large scaled hospitals.

For the initial and potential users, the main focus would be on gaining knowledge about the risk of continuing with the paper-based functioning. The initial steps would involve in judging the need for an EMR. It could either be to increase operational efficiency, or to reduce the number of employees working or just as a step to enter the web based world of technology! Whatever the reason, it has to be convincing for making such a decision.

## Who would take the responsibility?

There is also a need to know the team involved in such a transformation and the time they would require in implementing such a change. Most organizations would have a specialized team who would undertake such a responsibility. However, small scaled hospitals and clinics may not have such a facility of a dedicated team. In such cases, they may have to themselves get involved in research work and implementation. Irrespective of the type of practice, the person involved would need to be committed towards accepting such a change.

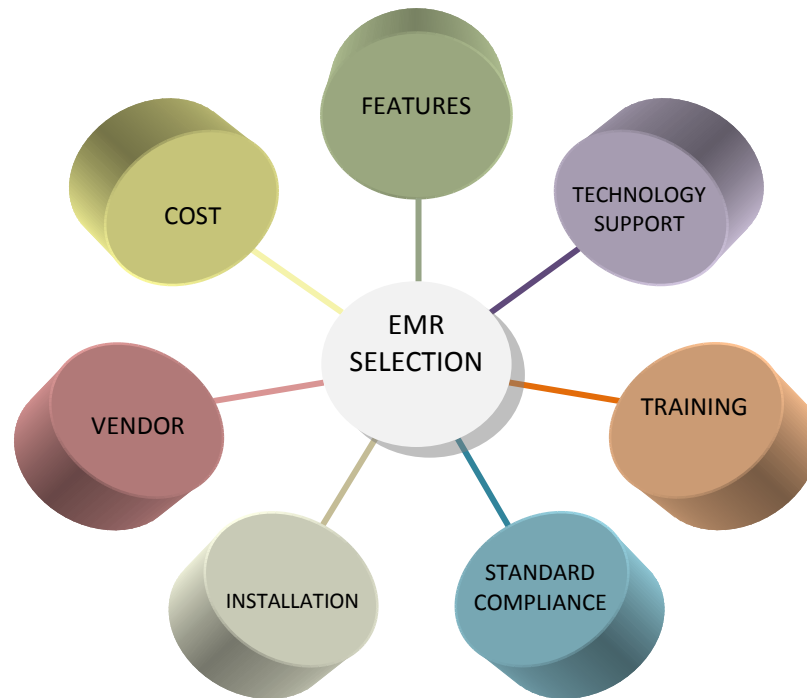
The doctor, administrator and the office manager need to coordinate and track the implementation issues, deficiencies, decisions made, and tasks assigned. EMR implementation would be driven by the IT team as well, who would be able to connect to such a cause of implementation. The team could develop a comprehensive data which includes details like organizational workflows and processes, hardware installations, software configuration, ways to enter old patient data into the new EMR system, developing a backup system, training to be provided, etc. Aspects like goals, budgets and timelines needs to be taken care of.

## What to look for in an EMR?

In order to help oneself in judging the most appropriate EMR for your practice, it is indeed helpful if various aspects relating to EMR are scrutinized. There would be a need to document EMR requirements, conduct hardware requirement analysis, choose between a client-server based model and a web based model, check the affordable cost that could be invested in such an implementation, certify its CCHIT, HIPAA and HL7 compliance, validate the vendor's clients list and check the featured modules that your practice would require.

EMR will usually be supported by certain key features like: Scheduling, Patient Demographics, Clinical Information, Prescriptions, Document Management and Billing. Apart from these, it would be valuable to check any other specific feature that would form a major part of your practice enhancement.

The overview of all the aspects that needs to be evaluated is shown as follows:



### Who would be the right EMR Vendor?

The most important attribute that an EMR vendor should possess and project is that of providing an unbiased source of information. It is advisable to identify and list down the functions that you would expect from EMR depending on your practice requirements. Based on this, few numbers of vendors could be shortlisted for the demo. Taking guidance from any qualified consultants also helps you to have a broad understanding about the industry. These consultants are knowledgeable and familiar about various EMR vendors and are able to provide credible and unbiased information on the same.

One needs to clarify aspects like pricing per physician license, client referrals, post sales support, client /server based and web based distinctions, details of EMR configuration, any negotiations etc. The focus of the buyer should also be on asking more of open ended questions in order to get detailed information about their system and their process of implementation. This would avoid getting objective answers and have a clearer picture about the whole process. Accordingly, the buyer can consider and decide upon the vendor that meets the practice's requirements without having to compromise on the needs and desires. Overall, asking the right questions would ensure the most appropriate vendor to be selected.

## How would you handle post implementation issues?

Considering the entire process to be an ongoing one, there would still be certain issues that may remain unaddressed. It is indeed crucial to handle the networking and security risks that would follow the implementation process of an EMR. Product interfaces, data conversion, documentation and testing issues may crop up once the implementation is done. Apart from the follow-up training that would be provided, involving an IT representative could help you solve most of the issues that you may face post implementation. Following a systematic approach with regular meetings to deal with the most prioritized one first could prove effective in such a case.



*Having stated the above, bearing all the points in mind and showing dedication towards each process could help you get the most from an EMR implementation. It would help you maximize the return on investment and help you leverage benefits with utmost proficiency.*

## Our Role:

Our **EMR** addresses these issues in a very successful way that ensures usability and utility of our product by the implementation of the following:

- ⇒ Organized meetings to gather updates and user feedbacks about our EMR implementation
- ⇒ Integrate clinical expertise to our design team in order to have a most valuable and user friendly application
- ⇒ Coordinate with clinical team and technical team to ensure better understanding of the user requirements
- ⇒ Provided training to help complement knowledge of system's expertise with that of users'
- ⇒ Extensive workflow analysis done to ensure quality care to the patients
- ⇒ Customization and flexibility in the system design for user friendly interface
- ⇒ Cost effective techniques to integrate user inputs into the application
- ⇒ Comprehensive functionality and ease of use with focus on well structured patient records

### ABOUT CareEMR:



CareEMR is the culmination of years of experience in customized healthcare software development of a fully loaded range of products: Electronic Medical Records, Electronic Health Records, Medical Billing Systems, Practice Management and e-Prescription systems to name a few. CareEMR empowers healthcare organizations to effectively address their financial, administrative, clinical and regulatory needs.

CareEMR is HL7 and HIPAA standards compliant and offers unparalleled reliability, ease-of-use, efficiency, and customizability. It helps to streamline front and back office administration and manage all clinical data relating to patient care for multi-specialty groups, medical practices and solo practitioners. To learn more, kindly visit [www.careemr.com](http://www.careemr.com)