



QUESTIONS FOR e-PRESCRIBING VENDORS

General Information:

- What are the top 5 reasons physicians give you for NOT incorporating an e prescribing solution in their medical practice.
- How many prescribers start with standalone e-prescribing and move onto EMR?
- How many EMR implementations started with e-prescribing?
- What would you change about the process or application if you could and why?
- How do you support the pharmacy readiness?

Features/Functionality:

- In your opinion, what are the top 5 features a “state of the art” e prescribing solution must have?
- In terms of using the capability, how much more utilization would occur if the solution included access not only to the commercial payers, but Medicaid and Medicare?
- How do prescribers generally modify the workflow for controlled substances? (i.e. use the device then print and sign the script, or just revert to paper for the whole process?)
- Do you interface with the practice management system or EMR? Which ones?

Acquisition Process – Cost Factors:

- Do you attempt or promote an “ROI” for physicians who are concerned with initial and ongoing costs of an e prescribing system?
- Do you have any models that demonstrate cost saving, quality, or efficiency? Can you demonstrate these for individual practices?
- How much is the upfront and on-going cost a factor in the decision to adopt e-prescribing?
- What are the key points of feedback on the costs involved to adopt e-Prescribing?

Implementation / Training:

- What are the 5 top pitfalls in the implementation of an e prescribing solution that you see? How are these key barriers overcome?
- How long before prescribers are comfortable e-prescribing?
- What is your training program/process and material for the practice and prescribers? Is it just for the physician or does it include the staff and others who are surrogate prescribers for the physician?
- Have you developed a model of “Best Practices” to insure optimal retention and utilization of the solution?
- What aspects of practice workflow / modifications do you address in training?

Practice Transformation – Go – Live and after:

- How does the staff work with/or around the new process that was put in place to e-prescribe?
- What follow through measures (months after the go-live) do you utilize to insure adoption?
- What follow up measures are in place to help with the critical initial weeks after go-live?
- What post-sale support processes do you utilize? For utilization, technical support or training
- What reporting do you support for the practice? For the sponsors of the solution?