



# **MSP EHR Selector™**

## **Frequently Asked Questions (FAQ)**

### **Physicians, CIO, Consultants & EHR Developers**

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**Table of Questions**

<b>FAQ INTRODUCTION</b>	<b>3</b>
I've contracted with my Regional Extension Center (REC), Why Do I Need the EHR Selector?	3
What Is The REC-Check Profile? . . . . .	3
What Browsers Work Best With the EHR Selector? . . . . .	5
What Browser Settings Are Required? . . . . .	6
Why Use the MSP EHR Selector™ When Other Selectors Are 'Free'? . . . . .	6
Is MSP a Truly Impartial Source of EHR Information? . . . . .	6
Why is Vetting Important? . . . . .	6
Will the MSP EHR Selector™ Identify the Best EHR Solution To Meets My Needs? . . . . .	7
Can The EHR Selector™ Help Me Find Other Resources I Need?. . . . .	7
Why Aren't There More EHR Products Detailed On The EHR Selector? . . . . .	7
How Safe Is My Payment Data On the MSP Website? . . . . .	7
What Credit Cards Does MSP Accept? . . . . .	7
What If I Can't Pay By Credit Card? . . . . .	8
Once I've Paid Online, How Soon Can I Use the Tool?. . . . .	8
<b>QUESTIONS ASKED BY EHR DEVELOPERS</b>	<b>8</b>
Additional Steps for Vetting EHR Developers . . . . .	8
<b>QUESTIONS ASKED BY EHR CONSULTANTS</b>	<b>8</b>
I'm An EHR Consultant, Why Should I Subscribe To The MSP EHR Selector™?. . . . .	8
What Does It Cost A Consultant To Use The EHR Selector™? . . . . .	8
<b>VALUE OF PARTNERSHIPS WITH PHYSICIAN ASSOCIATIONS</b>	<b>9</b>

## FAQ INTRODUCTION

This Frequently-Asked Question (FAQ) Guide answers common questions about the EHR Selector. See the User's Manual for additional and more in-depth information. Additional help is included on the HELP screens accessible by subscribers logged into the EHR Selector™ by some features/functions, and a Glossary of Terms is also available from any HELP screen.

- What Will the EHR Selector™ Do For Me?

It will provide the most unbiased and extensive information about EHR products available on the web, and let you find the best EHR to meet your needs.

- I'm Signed Up With A Regional Extension Center (REC), Why Do I Need the EHR Selector?

Did you know that many Regional Extension Centers (RECs) determined EHR needs before you ever contracted with them, and prequalified EHR products before the ONC-approved certification groups ever approved a single EHR product? That being the case, ask yourself, how could those RECs have taken your specific needs into account in picking EHR products for you? Moreover, in doing so they excluded 98% of all (624) EHR products listed on our website, based on obscure criteria that were often inconsistent from one REC to another. If you are comfortable with that, then you don't need the EHR Selector, and can simply overlook other 98% of EHR products that were rejected including those that are functionally-equivalent and perhaps less expensive or more standards-compliant than the EHRs your REC has pre-selected.

If you choose to subscribe, you can use the MSP EHR Selector's special REC-Check mode to find other EHRs that are actually less expensive and offer more functionality than what your REC may be offering you.

- What Is The REC-Check Profile?

The MSP EHR Selector™ allows the physician to select a group of EHR Products (the same ones that have been prequalified by any REC). It then builds a 'profile' of all the features that these EHR products share in common. When that REC-Check profile is then submitted to the EHR Selector™, it returns a list of ALL EHR products that offer those same features. Generally this list includes EHR Products not in the original group but which are functionally-equivalent to them (offer all the same functionality). This provides the (physician, CIO or EHR Consultant) subscriber with additional products to consider, some of which may be less expensive than the group the REC has picked or offer additional functionality that may be important to you in your practice specialty.

- How Does The EHR Selector™ Work?

This tool lists ~680 specific functions and features you may want in your EHR and allows you to choose any subset of these. These features/functions are organized into 28 major categories (e.g. practice specialty, user interface, medications, workflow, interoperability, certifications, PRQI & Quality Measures, and so on). The most basic way to use the EHR Selector™ is to browse each criteria category and after picking the specific features and functions you want, to 'submit' them to the EHR selector. It then returns a list of either EHRs that are an EXACT match, or all EHRs product showing how well each matches the submitted criteria. The EHR Selector™ also provides a KEYWORD Search feature and various PROFILES of features that allow users to expedite product specification or expedite assertion of many (up to 144) features in one mouse click.

- How Do I Use Keyword Search?

Suppose you want to find ALL features and functions related to 'medication'. Many (but not all) of these functions are listed in the 'Medication' Section of the EHR Selector™, but others are listed in different sections. To find them all, go to the HELP menu, and pick 'Feature Text Search' choice, and when it pops up the search-term text box -- enter a keyword (in this

## 4 MSP EHR Selector™ 2011 Frequently Asked Questions & Answers

case 'medication'). Immediately a list of EVERY function or feature that contains the root word MEDICATION will be returned, including plural and other forms of the word. Any medication-related features already selected are shown, and users can then select any additional medication-related features simply by checking the item on the list. There are many key words that are useful for finding dozens of criteria. Try template, pick-list, alert, scan, interface for starters.

- How Do Profiles Work?

There are three types of profiles – all of which are helpful in selecting multiple features in one mouse click. There are GLOBAL profiles for such things as: ONC or CCHIT certification, HIPAA compliance, Stage 1 Meaningful Use CORE and MENU requirements, Web-based (Software-as-a-Service) Deployment and even AGA Research Institute GI Practice Feature recommendations. These have been predefined for you by MSP as GLOBAL profiles. You simply select the one you want and click to assert all of its features.

- What Are Consultant's Profiles?

For user/subscribers who are part of a formal GROUP or who are associated with an EHR Consultant or Regional Extension Center we support, there are Consultant-level Profiles. They are identical to Global Profiles in function, but are determined by your group (or consultant) and not MSP. They may be criteria important in your state or area – such as the COPIC EHR criteria that are important in Colorado for practices that wish to obtain malpractice insurance premium reductions.

- What Are User-Defined Profiles?

Finally, there are User-Level Profiles that the user creates. Think of these as feature snapshots you want to remember (and recall later). When you pick your most basic requirements (like practice specialty, site of care (MD office, hospital, homecare, etc) and type of deployment (in-office vs. web), you can 'remember' these in a User-defined profile. This profile may have dozens of assertions. In later searches, you can assert all these 'basic' requirements in one mouse click, rather than picking them again manually. In this case the User-level profile works much like the 'SAVE' feature in other software packages, except that you can restore multiple profiles on top of each other, and they are all additive.

- Will I Find the Right EHR in One Session?

Definitely not – there are simply too many important features to pick. The EHR Selector™ was designed to support multiple sessions and to allow you to save important work in each session (via the User-Defined profiles discussed above), so you can pick up in a new session, just where you left off in your last session. In fact, the Selector will save any assertions active on the Selector when you logout as a 'Dated' profile, and it will offer you the option of restoring that profile when you again sign into the EHR Selector.

- How Long Should I Subscribe For?

That depends on your situation. If you are a solo practice in one small office working in a single specialty, then six months is a reasonable time to learn and explore alternatives and narrow down the field of to a couple of matching EHRs, which you will then invite to do demonstrations, conduct site visits and issue RFQ's to.

If you have an existing EHR, and are considering replacing it, or want to do a GAP analysis of how well your current EHR satisfies Stage 1 meaningful use requirements, six months should be an adequate subscription for you also.

If you have more physicians or multiple specialties or work out of multiple offices, you should consider a one-year subscription, because it will take time for each practitioner to understand

what they want and to run the scenarios for each, so that a consensus decision about user interface, functionality and other workflow/customization issues can be reached by your group.

- **If I Have Hired An EHR Consultant, How Does The EHR Selector Benefit Me?**

The EHR Selector™ empowers and tracks the progress of your EHR Consultant, and is a collaborative tool that you both use together. It will minimize the amount of consulting time you will require – reducing your costs, and will help you understand what your consultant is doing for you. In the end you will feel like you had more ‘input’ into the EHR selection process and be more comfortable with the ‘recommendations’ you receive from the consultant. Consultants have special privileges on the MSP EHR Selector™, such as setting their own Profiles of features (seen only by their clients) and tracking your progress in the selection and deployment process. They can even sign in on your behalf and do work for you, which you can later review.

- **What Do I Need To Know To Use The EHR Selector™ Effectively?**

To use the EHR Selector™ effectively, you need to know about EHR terms and what you want in an EHR. The Selector provides some help in its Glossary of Terms and in its integrated HELP screens associated with many of its features. We suggest you take the first month or two to simply ‘kick around’ the EHR Selector’s Glossary and Help Screens, using them to orient yourself to the EHR lingo and concepts.

For additional help and preparation, read a good, recent book on EHR. Our book, *Successfully Choosing Your EHR: 15 Crucial Decisions* (Wiley Publishing 2010 available on Amazon) is a good choice. So is the book *Electronic Health Records: Transforming Your Medical Practice*, by Margret Amatayakul (MGMA Press). We suggest you read these before or during the time you are using the EHR Selector™, as they will help you understand the need for various features and functions you will find detailed on the Selector. Margret A is one of the consultants that uses the MSP EHR Selector™.

- **Will The EHRs Selected Assure A Successful Deployment?**

Physicians tend to under estimate the scope of the change from paper-based charting to electronic charting. Doing the ‘homework’ is key to a successful deployment. Consider this, about 30% of EHRs are abandoned less than one year after deployment, and as many as 60% of EHRs deployed fail to meet physicians’ expectations after they are deployed – primarily because physicians didn’t do their homework or understand what they needed when they purchased. Simply using the EHR Selector doesn’t prevent you from overlooking key requirements needed for successful deployment or ultimate user satisfaction. Indeed, many key features (like ‘Ease of Use’ or ‘look and feel’) of an EHR can never be detailed or evaluated by any EHR Selector product, including ours. The user needs to do the demos and site visits to determine how any EHR will actually work in their setting. No EHR selection resource can do this important work for you.

- **What Browsers Work Best With the EHR Selector?**

The EHR Selector™ works with the latest released versions of Internet Explorer, Mozilla Firefox, Google Chrome and Apple Safari browsers, when properly configured. It may also work with Opera or other popular browsers, if they are properly configured, but is not tested against these. When possible, if you are running an older browser version, update and properly configure it.

## 6 MSP EHR Selector™ 2011 Frequently Asked Questions & Answers

- What Browser Settings Are Required?

To use all the functionality of the MSP EHR Selector™ the user needs to:

- 1) enable browser cookies;
- 2) enable popup windows;
- 3) enable scripts;
- 4) set Privacy to medium high or below;
- 5) set screen resolution to 1024 x 768 or higher.

Cookies are used only as long as the session persists, but are never used to track personal information. If popups are not enabled, HELP screens, the Glossary of Terms, links to the KLAS website and live demos will not function properly. Your browser must also be Javascript enabled. See the Privacy Statement when you register for details of MSP's excellent privacy policies. Older computers with lower resolution video cards (800 X 600) will also work, but will have scroll bars vertically or horizontally on some screens. Using higher resolutions minimize or eliminate the need to scroll the screen to fit the entire display.

- How Does The EHR Selector Protect My Privacy?

Unlike many other web EHR selection resources, the MSP EHR Selector does NOT reveal your identity to any EHR developer while you are using it UNLESS you choose to do that (by requesting product literature or a live product demonstration); in which case your identity is only revealed to the EHR companies you requested from. That way your office is NOT inundated with unwanted and annoying sales calls from dozens of EHR developers you have no interest in.

- How Can I Get a Discount On My Subscription?

Subscribers can get discounts through various collaborating organizations, EHR Consultants or Regional Extension Centers, by selecting the organization from the organizations list and supplying their discount passcode. The discount codes are listed on the member's only section of the HIMSS, ACC, AGA, Dr. Universe and other websites. Your EHR Consultant may also be able to provide you with a discount code. Some RECs may be able to provide their clients with free use of the MSP EHR Selector. Contact us for a list of these RECs.

- Why Is There a Charge to License/Use the MSP EHR Selector™?

The MSP EHR Selector™ is fee-based, meaning there is a small fee to use it. This fee varies depending upon how many EHR vendor selections you wish to make with the tool (and generally the length of time you will be using it). Discounts are extended to members of groups like HIMSS, ACP, AGA, MGMA and others that help us make this tool available as a service to their members. The fee covers data collection costs, data vetting (independent verification of data collected from EHR developers), tech support, initial telephone support and product enhancement expenses.

- Why Use the MSP EHR Selector™ When Other Selectors Are 'Free'?

There is no free lunch. Other 'free' selectors are recovering their costs also, usually in hidden ways. One competitor provides 'free' use of their selector, only to receive a commission (actually a part of your software costs) from whichever EHR developer their tool selects. This isn't truly free; it's simply a hidden cost that is more expensive than our fee-based charge. Others may entice users with a free trial subscription but later ask for a fee for continued access. These tools are generally trying to build a base of users to attract more EHR developers to their tools.

- Is MSP a Truly Impartial Source of EHR Information?

Yes. Data is provided by each EHR developer and then the most critical assertions are vetted independently by CSMed, LLC, a third party. This minimizes any vaporware and assures that you can obtain an apples-to-apples comparison of key features of the major EHRs on the market.

There are no conflicts of interest. MSP is not an EHR reseller, our business is market intelligence only. We have no special relationships with EHR developers, don't sit on their boards, nor do any EHR developers have any special relationships with MSP. MSP is wholly owned by its employees, nor do any of our board members have any relationships with EHR developers.

- Why is Vetting Important?

Because it helps to prevent EHR 'vaporware.' Vetting is the process of independent verification of the most important assertions by EHR developers. Not all selector criteria needs to be vetted, particularly those achieved by almost all EHR developers, but some of the critical ones do. Because EHR selectors use data provided by the EHR developers themselves (who know that the answers will be used to qualify-disqualify them from some EHR negotiations), they tend to embellish the capabilities of their products some sites where data is not vetted. The vetting process of vendor-supplied data is therefore important to the integrity of the MSP EHR Selector™ tool, and any selection made using it. MSP finds that when EHR developers know that their criteria are being vetted, and will also be used to prepare RFPs they will have to respond to, they provide more realistic answers to questions than when no independent verification occurs. Vetting is something that (to our knowledge) separates the MSP EHR Selector™ from other EHR selection tools, and one of the reasons that this site is not 'free.'

- Will the MSP EHR Selector™ Identify the Best EHR Solution To Meets My Needs?

No, only you can do that through a careful process of assessing your office workflow, finding qualified EHRs, seeing them demonstrated using your workflow, determining if they are easy to use in your practice setting, carefully contracting for them, and deploying them properly. The MSP EHR Selector™ can help you find a small group of qualified products to further evaluate.

- Can The EHR Selector™ Help Me Find Other Resources I Need?

Yes. The [www.ehrselector.com](http://www.ehrselector.com) website contains links from the home page to legal firms, document scanning services, educational resources, EHR consultants and other resources you may need in selecting and deploying your EHR successfully. Don't overlook these valuable and proven resources.

- Why Aren't There More EHR Products Detailed On The EHR Selector?

The MSP EHR Selector™ website lists all 624 EHR vendors – more than double the number listed by any other website to our knowledge (unless they have copied from our list). Of these several dozen has chosen to put their entire EHR profile searchable on our EHR Selector™. This includes the 3 dozen or so companies that account for over 75% of all EHR licenses sold to physician group practices. In fact, most of the 624 EHR developers listed have never had their product profiles on the EHR Selector. Many of the non-listed EHR developers are small suppliers, focused on one or two specialties, who have sold their systems to a few 'friends or colleagues,' but are not national, multi-specialty suppliers.

Some EHR developers choose not to put their profiles on the EHR Selector because 1) their products do not have CCHIT or ONC certification; 2) their products may be older designs unable to comply with current MU or HIPAA compliance; 3) their products have other limitations they don't wish to publicly expose; or 4) EHR developers are not interested in the EHR Selector™ because MSP refuses to sell them the names of our subscribers. We know this because these same vendors do support other Web-based EHR Selectors that DO provide their visitor identities to EHR developers.

We believe every EHR developer with a product that can meet current interoperability, MU, HIPAA and other standards would benefit from having a full product profile on the EHR Selector. If you want to know why a particular EHR developer in our list of 624 is NOT on the EHR Selector, call

## 8 MSP EHR Selector™ 2011 Frequently Asked Questions & Answers

them up and ask them – their phone numbers and websites are all listed on our site at no charge. Because MSP is a truly impartial source of information, we support ALL EHR developers, whether or not they choose to participate on our EHR Selector.

- How Safe Is My Payment Data On the MSP Website?

Perfectly safe because your payment data is NOT on the MSP Selector™ website. All payment verification and processing is provided to us by Cybersource and no credit card or other payment data is seen or retained by MSP. Further, the site is periodically tested and certified by Visa and MasterCard to assure it meets e-business quality standards, so your name, address and email data is also safe.

- What Credit Cards Does MSP Accept?

MSP's credit card payment intermediary, currently accepts Visa, MasterCard and American Express, from both U.S. and international card holders. Exchange rates will apply to non-U.S. dollar purchases, which will be calculated and applied by the credit card company you are using. State sales tax will also be charged to all clients licensing the MSP EHR Selector™ from New Jersey addresses.

- What If I Can't Pay By Credit Card?

MSP accepts company checks drawn on U.S. banks. Simply send your check and personal registration information to: Be sure to include sales tax if you are a subscriber located in NJ.

Medical Strategic Planning, Inc.  
5 Shelburn Drive  
Lincroft, NJ 07738

If you have questions, contact our office at 732-219-5090.

- Once I've Paid Online, How Soon Can I Use the Tool?

Once the Register Button is pushed and the payment information entered and processed, access to the tool for all clients whose financial information is accepted, is immediate. Simply login and begin using the MSP EHR Selector™. Be sure to read the Getting Started information, this FAQ and the User Guide. You can also benefit from watching the videos.

### **QUESTIONS ASKED BY EHR DEVELOPERS**

- Additional Steps for Vetting EHR Developers

EHR developers have two additional steps. Developers must complete the questionnaire showing which of the criteria their product meets and fill in all three of the contacts provided – one for general marketing inquiries (by users), one for user demo requests and the third is the vetting contact, the person in your organization that MSP will contact to verify that the product information is accurate. In all cases email contacts for the designated EHR developer personnel are required. Developers must then undergo product vetting.

Vetting will take only a few hours once MSP has contacted your designated vetting person, assuming the data reviewed checks out. EHR developers have 14 days to complete vetting. Vendors that do not complete vetting are made live with all of the vetting questions indicated as not available, whether claimed by the vendor or not. These remain 'not available' until vetting is completed, at which time whatever vetted criteria are verified will be matched against user requests. It is in an EHR developer's best interest to get their systems vetted as soon after subscription as possible.

## **QUESTIONS ASKED BY EHR CONSULTANTS**

- I'm An EHR Consultant, Why Should I Subscribe To The MSP EHR Selector™?

The EHR Selector™ can organize work for all your EHR clients, allowing you to track their progress in selecting EHR candidates, conducting demos, issuing RFQ, doing site visits. It provides you statistics on all your clients. It also allows you to create Profiles that only your clients will see. You can also sign in for any client and do work for them. It essentially organizes your EHR Selection services for all your clients and provides the reports you need to manage this aspect of your consulting business.

- What Does It Cost A Consultant To Use The EHR Selector™?

That depends on the number of clients. Subscriptions start at 10 clients and can go up to thousands (for Regional Extension Centers). The more clients, the less cost per client. Group subscriptions are substantially less than individual subscriptions, and you can subscribe your clients directly, so they don't have to be bothered registering and paying for subscriptions. For more information to empower your consulting practice, call MSP at 732-219-5090 or send mail to [agasch@ehrselector.com](mailto:agasch@ehrselector.com). You must be a truly independent practitioner and have no financial ties to, or receive finder's fees from, individual EHR developers whose systems you may recommend. You must also agree to enforce MSP privacy policies regarding subscriber confidentiality. If your practice satisfies these simple criteria, we invite you to become an MSP EHR Consulting partner - which will also include complementary listing in the Consultants section of our website.

## **VALUE OF PARTNERSHIPS WITH PHYSICIAN ASSOCIATIONS**

MSP has partnerships with several EHR-oriented associations and physician specialty groups. They are able to obtain discounted subscriptions to the MSP EHR Selector™ for their members.

- Which Physician Associations or Groups Make The MSP EHR Selector™ Available To Their Members?

The organizations with whom we collaborate and offer discounts include:

- American College of Cardiology
- American Gastroenterological Association (AGA)
- American Health Quality Association (AHQA)
- Doc Integrity
- Dr. Universe & some Regional Extension Centers.
- HIMSS
- Jewson Enterprises
- Wiley Publishing