



Prospective Practice Management Software Vendor Questions

1. Is your software Health Insurance Portability and Accountability Act (HIPAA) compliant?
2. Do you offer an integrateable all-in-one practice management/EHR (electronic health record) or integrated modular EHR solution?
3. Does your practice management software system allow the maximum number of 12 diagnosis codes per claim?
4. Do you use a clearinghouse? <ul style="list-style-type: none">• If so, be sure that the electronic claims you send to the clearinghouse are forwarded to the appropriate insurer in an electronic format.
5. Does your software offer electronic posting of remittances?
6. Does your software offer the option of printing the data entered/retrieved?
7. How long does the implementation process take? <ul style="list-style-type: none">• From contract signing until completely functional?• From contract signing until equipment/software installation?• From equipment installation until training?
8. What platform does your system use (Windows, UNIX, etc.)? <i>This question may help you in determining how much, if any, additional hardware/software you may need to purchase.</i>
9. What type of database do you use? <ul style="list-style-type: none">• Does your software create a local database?
10. Is training included in contract price? <ul style="list-style-type: none">• Is training performed on-site or at the vendor's office?
11. What is the cost of additional training for new employees? <ul style="list-style-type: none">• Is it on-site or at the vendor's office?
12. Will I have the same trainer from start to finish?
13. Do you provide user manuals? <ul style="list-style-type: none">• Are they included in the contract price?
14. What type of support do you offer (ticket, Web-based, direct contact person)?
15. Are there additional costs for major system upgrades and/or release updates?
16. Do you offer electronic conversion of my current data? <ul style="list-style-type: none">• Is it converted as a balance forward or detail information?
17. May I use existing equipment? <ul style="list-style-type: none">• Do I rent or purchase my equipment?
18. What is covered under a maintenance agreement on the following? <ul style="list-style-type: none">• Rental equipment• Purchased equipment• Existing equipment
19. May I run other software programs at the same time as the practice management software?
20. Does your software offer the following electronic capabilities? <ul style="list-style-type: none">• Claims submission• Audit trail retrieval• Remittance retrieval• Patient account information (eligibility and benefits, claim status, fee schedule information and payment history)• Medical records
21. Do I have to pay for software upgrades?
22. Does your system offer an electronic transcription component?