Seminar 2005 – Selection and Implementation of an Electronic Medical Record
Richard L. Wasserman, MD, PhD – drrichwasserman@gmail.com

Goals of Implementing an EMR - What Do You Want to Accomplish?

Identify The Players

• Knowing the champions and anchors is absolutely critical
  – Without the champion, no one will take ownership of the project.
  – If the anchor is the managing partner or the senior partner, office manager or clinical supervisor, every day will be a challenge until they adapt to the system or leave.

Allergy Testing, Extract Ordering, Shot Administration

• Complex, programming challenge – there are two options
  – Included within the primary EMR program
  – Free standing program
• Interfaced – theoretically as good as “included” if the interface works
• Isolated – inelegant but it isn’t that hard to make it work for you

Questions to Ask

• Doing your job
  – Does the system, as is, do your job?
  – Did you need to find workarounds to do your job?
  – What do you like best about the system?
  – What drives you crazy?
  – What do you think it should do that it doesn’t
• Is there a user group?
• Is there written documentation? i.e., Can you look up how to do something?
• Are there written or computer based tutorials?
• What does the output of notes and letters look like?
• How easy is it to fax or email a letter?
• What is the value of the standard financial reports?
• How difficult is it to create your own productivity and financial reports?
• Is the system user customizable?
• Does the vendor provide form writing (customization) classes and written documentation?
• What was the quality of the training/implementation services you received from your vendor?
• How long before the office returned to “normal”?
• Are you doing anything today better than before you implemented your EMR?

Characterize Current Patient Flow

• Track where the patient goes in the office

Sample Workflow

Reengineering Workflow

Training

Plan for Support

Buy or Rent?

Do Not Implement Too Quickly

Document Management