



# 25 Questions

## to ask any vendor before considering an EHR solution

Source: These questions were taken from [itqlick.com](http://itqlick.com)

### 1) How will MedicalMime improve the efficiency of our business?

- Less time spent with paperwork.
- More time to spend with your clients.
- More accurate record keeping.
- Easy reporting for billing and compliance purposes.
- PAA Business Associate Agreement (BAA)

### 2) How can we do better with MedicalMime?

MedicalMime can improve documentation and client workflow. MedicalMime can save you time and money by streamlining your documentation process.

### 3) Is MedicalMime scalable?

All system components have been built with scalability in mind and are continuously optimized for performance and scale. Since MedicalMime is a cloud-hosted service with a monthly subscription, customers do not need to worry about scaling up any hardware or storage infrastructure.

### 4) Is MedicalMime customizable?

Yes, MedicalMime is customizable in many ways:

- The custom forms builder allows you to make changes to forms at any time keeping you in control of your documents.
- The customized reports help you track data with a simple click.
- The treatment plans can be customized to suit your specific approach to treatment. – Administrators can extend initial roles with custom permission vector.

### 5) Can I get access to a community forum for current users of MedicalMime?

MedicalMime has high quality support staff at the ready.

At this time there is no publicly available community forum, although this is being investigated as the community is growing.

MedicalMime also has many user testimonials on its website and will be happy to connect you with references.

#### 6) What is the best way to measure the return on investment that your software promises to provide?

- Time savings in record keeping, report generation, billing preparation, Intake and discharge workflows.
- Accuracy of records kept, reduced number of documentation or treatment errors.

#### 7) Who will handle the implementation process?

Each MedicalMime client will have a dedicated account manager that will be assigned to your facility from the start. We will handle training, implementation and customer support for your facility.

#### 8) What is the software vendor's expertise in the implementation?

Our account specialists have numerous years' experience in substance abuse, mental health and the ambulatory sector.

Health Technology Solutions also develops laboratory information and order entry systems.

The parent company owns toxicology and clinical testing labs, and has extensive billing systems and revenue cycle management experience.

#### 9) How smooth will the data migration be?

MedicalMime can easily support data migration from other EHRs around standardized data (patient demographics, etc.). For specialized data, please consult with your Account Manager.

#### 10) Does Health Technology Solutions provide an API for integrating 3rd party apps?

MedicalMime supports standard interfaces using HL7 format (patients, orders, billing, etc.). It also sports an API for information using the new HL7 FHIR standard.

Please contact support for more details.

MedicalMime already provides many integrations with lab systems – see the Product Integrations page on our website for details.

New interfaces can be added on demand. Please contact sales for a quote.

#### 11) How easy it is to import and export data to and from MedicalMime?

MedicalMime supports loading data in various formats (most commonly .csv and .xls formats).

MedicalMime has an export tool specifically designed to make data migration simple and free-of-charge.

#### 12) Are there any consulting hours available as part of the software package?

Yes, the typical setup fee includes a number of consulting hours. Your account specialist is available to you via email or phone.

#### 13) What will it cost if the software vendor (Health Technology Systems) sends a technician on-site to solve a problem concerning our business?

Typically some initial onsite configuration and training is included in the setup fee. Subsequent visits onsite will be charged depending on location and duration. Remote support is an option in many cases.

#### 14) What are the minimum hardware requirements to install, implement, and run the software program on the server?

MedicalMime is a cloud-hosted and browser-based software service.

As such, most PCs or Macs will work, supporting at least 4 GB RAM and a screen resolution of 1280 \* 768 or better.

Most modern web-browsers are supported, including Chrome, FireFox, Edge, and Safari.

In addition, MedicalMime has an iPad app running on Apple iPads.

#### 15) Does Health Technology Systems charge per location or per terminal?

MedicalMime pricing is based on concurrent users.

#### 16) Is there any startup or maintenance fee involved?

There is an implementation fee that will vary depending on location.

#### 17) Does the software vendor (Health Technology Systems) meet critical security and compliance requirements?

MedicalMime runs in a HIPAA compliant cloud-hosting environment with enhanced security features. All credentials are encrypted at rest and Protected Health Information (PHI) is encrypted during transport.

MedicalMime has undergone web vulnerability scanning and security issues are responded to with highest priority as soon as they become known.

#### 18) How does Health Technology Systems guarantee data backup?

The cloud-hosting environment provides daily back-ups which can be downloaded and used for recovery in the unlikely event of system failure.

#### 19) Does the software vendor provide free disaster recovery support in the event of a catastrophic hardware failure?

Yes, Health Technology Solutions provides disaster recovery support as part of the subscription. Its cloud hosting provider has geographic redundancy and does provide business continuity service levels.

#### 20) Is MedicalMime easy to use?

MedicalMime is extremely easy to use. Many of our testimonials point out how user friendly the system really is.

#### 21) How much training is required in the software to get your team up to speed?

We found that most users can be trained in a day to be up and running.

#### 22) How often is the software updated?

MedicalMime has had 8 feature releases in the last 12 months (excluding minor patch releases). This suggests a healthy product pipeline and iterative development, aimed at maximizing the agility to respond to customer feedback.

#### 23) Who will answer our calls when there is an issue with the software performance?

Your account specialist is always available to you by phone or email.

#### 24) How vast is the software vendor's client base?

Currently, MedicalMime has served well over 100 different clients. Over 3,000 users have used MedicalMime. MedicalMime has helped over 100,000 patients in their treatment.

In addition, Health Technology Solutions counts more than 650 client facilities for its order entry product providing lab order and testing services through its laboratory information system and testing labs.

#### 25) How does Health Technology Systems perform testing and validation?

MedicalMime is tested using a variety of methods, including, but not limited to unit testing, system testing, exploratory testing, regression testing, static code analysis, web vulnerability scanning, performance and load testing.