

Poor performance triggering EMR switch for small practices

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Small physician practices are leaving electronic medical record vendors as software systems have failed to meet growing expectations, according to a report from KLAS research.

(HealthDay)—Small physician practices are leaving electronic medical record (EMR) vendors as software systems have failed to meet growing expectations, according to a report from KLAS research.

Poor service and usability, product gaps, and coding issues were cited as the main reasons for switching to a new system, while quick and easy implementation prevented users from switching.

Of the 27 EMR vendors assessed, athenahealth was ranked first with respect to delivering on customers' expectations; providing consistent, clean product enhancements; and high service levels. SRSsoft, Practice

Fusion, CureMD, and Amazing Charts were rated below athenahealth. McKesson was ranked at the bottom of the scale, with low service levels and poor product releases.

"These practices are increasingly finding themselves in a quandary. They have smaller budgets and smaller support staffs, yet they have the same functionality needs as the large organizations," Erik Bermudez, report author, said in a statement. "This report helps providers look through the marketing hype to see what the real differences are between the products in this segment."

More information: [More Information](#)

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