

2015 Top EHR Buyer Trends Report

Most Physicians Unhappy with Current EHR

Selecting an EHR that truly fits the needs of your medical practice is a daunting task. And as a report indicates, buyers' remorse is happening more often than not.

Our friends at Software Advice, a leading software and technology research company, granted us access to their survey – [2015 Top EHR Buyer Trends](#) – in which they spoke with thousands of medical practices about their EHR choices.

Key Findings

The top survey findings were:

1. 60% of providers surveyed are replacing their current EHR system – up a whopping 59% since 2014.
2. Billing is the most requested EHR application, per 45% of respondents, possibly due to concerns regarding the [upcoming ICD-10 transition](#).
3. Functionality, like patient tracking, customizable templates, and regulatory compliance ranks high on buyers' lists.
Given the time and expense to replace an EHR system, let's look at why physicians are choosing this route.



Why Buyers are Replacing Existing EHRs

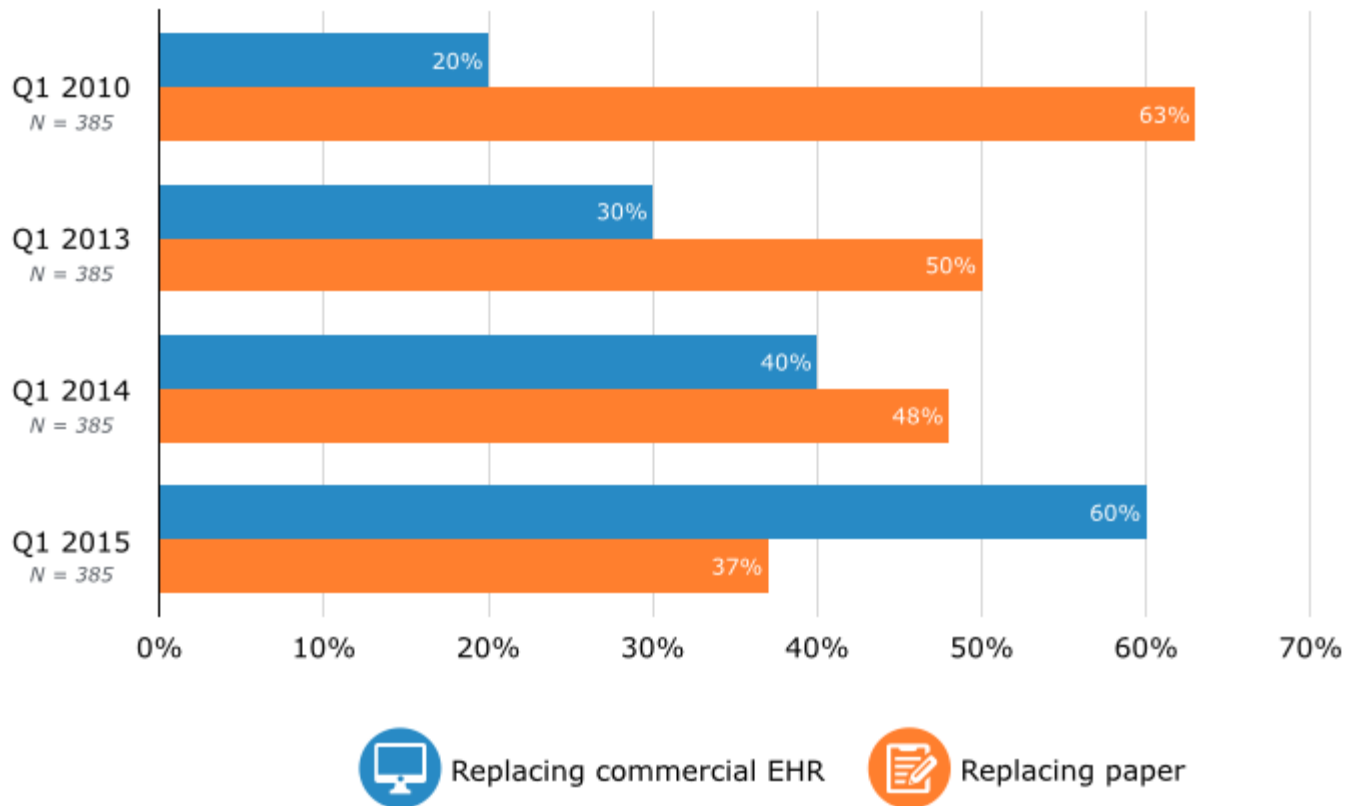
EHRs are big business. It's expected that sales will reach \$35 million by 2019.

And with [payment incentives being tied to EHR usage](#), physicians are under more pressure than ever to choose the best system for their practice.

But it appears the majority are unhappy with their choices so far: 60% said they were replacing their existing commercial EHR.

Interestingly, those numbers have steadily increased since 2010.

Five-Year Retrospective: Buyers Replacing EHR Software



Software Advice EHR market researcher, Gaby Loria, believes the motivation for replacing EHRs has changed though. While physicians were once making rash decisions just to implement an EHR within their office, they're now looking at the process from a different perspective.

“Clinicians who outgrow (or grow tired of) their current systems have a clearer understanding of their needs, challenges and pain points,” says Loria. “Experienced buyers already know what an EHR is capable of doing—now they want to know how a specific system can take their care quality to the next level.”

But switching to another EHR can be costly too, both in terms of finances and time lost. It's estimated that just the [purchase and installation of EHR software can range from \\$15,000 – \\$70,000 per provider](#).

Before making that final purchase decision, Loria recommends buyers ask vendors the following questions:

1. How will the product's design impact practice workflow?
2. What kinds of customizations is the system capable of supporting?
3. How long has the vendor been around?
4. Will the system enable EHR meaningful use attestations?

Learn More

As buyers learn more about the growing capabilities of today's EHRs, it's possible that the number of physicians replacing their current systems will continue to grow. It's also vitally important that physicians fully weigh the impact of the switch in terms of downtime and cost.

Software Advice covers much more in their 2015 Top EHR Buyer Trends Report. To see the full results, [head on over to their website](#).

What do you think of the survey results? Have you replaced an existing EHR?

About the Author



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Manny Oliverrez, CPC, is a 20-year healthcare veteran and the CEO and co-founder of Capture Billing, a medical billing services company located outside of Washington, D.C. He teaches the nation's physicians, administrators, and medical practices how to maximize billing and revenue cycle management processes. Manny also frequently posts articles and videos on his [award-winning healthcare blog](#). For more information on Manny and his company, please visit [his website](#), or call (703)327-1800. And if you're on [LinkedIn](#), please look for him there too. **READ MORE**

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