

EMR SHOPPING: IMPORTANT QUESTIONS TO ASK

Business and Services

Q Does the vendor support clinics of all sizes?

A Yes. Whether you're a one-doctor clinic or a large enterprise site, we have specialized teams dedicated to supporting you. There's no clinic too big or too small.

Q Does the vendor include training for all EMR users in my clinic?

A Yes. Training is custom tailored to your requirements following an extensive workflow analysis by one of our senior trainers. When a new user joins your clinic, our library of AccuroEMR courses is available to get them up to speed.

Q Does the vendor require me to sign a contract for their services? And what's the penalty if I choose to leave?

A Accuro is a month-to-month service with no termed contract required. If you decide to leave—which doesn't happen often; 98% of our users choose to stay month over month—simply give us 90 days' notice to avoid penalties.

Q Does the vendor have a history of managing multiple platforms and asking clients to transfer EMRs? Will the EMR I choose now still be the EMR I'm using in 5 years?

A AccuroEMR is our only platform, and that will continue regardless of acquiring other systems. We want new users to have a great experience with Accuro, and we want existing customers to know that the product they trust will grow with them. So when you choose Accuro, you're choosing an EMR that will keep evolving and improving while staying 'Accuro' at its core.

Q How many EMR platforms is the vendor supporting?

A One. AccuroEMR is our only platform because we believe focusing our resources and expertise on a single product makes more sense, for us and for our customers, than trying to maintain multiple systems.

Q If I leave my EMR, either by choice or otherwise, will I have to pay to access my data?

A In an effort to deter you from switching platforms, some vendors will charge you per provider to recover your data if you leave, sometimes thousands of dollars. But you are the custodian of your data. Ensure your representative provides you with a detailed understanding of what a data export will cost if you or your clinic choose to leave the EMR after some time.

Available Tools

Q Does the vendor offer virtual care tools that give me a seamless user experience?

A Yes. Accuro Engage is our suite of virtual care tools and it's fully integrated into AccuroEMR. Engage includes online booking, appointment notifications, secure messaging, and video visits, available individually or in bundles.

Q Does the vendor offer a complete solution for providers and patients?

A Yes. Accuro is designed for collaboration. AccuroEMR is for clinics requiring EMR services, Accuro Engage is available separately for clinics wanting to provide virtual care, and patients use our Medeo app to interact with their providers and book appointments online. Medeo also offers secure document storage (by subscription) for patients who want to save files in their Medeo account.

Q Is the EMR platform well known in the industry?

A Accuro is frequently used in MOA training in many colleges across Canada, so it's easy to find new staff who already know how to use it. That, in addition to Accuro's substantial library of learning resources, means both your new and existing staff will be up and running with Accuro very quickly.

Q What else is included in my Accuro subscription?

A In addition to a powerful EMR, your subscription gives you entry to the largest community of EMR users in Canada and access to the following Accuro-related tools and features:

- Live customer support, no matter your clinic size
- Regular platform and security upgrades
- Accuro Learning Academy: A catalogue of general and specialized training for all levels
- The ACCUROgo companion app
- Free learning webinars
- Our Form and Query libraries

Q What kind of ongoing support does the vendor offer?

A In addition to our team of Client Services staff (available by phone and email), your clinic will be assigned a dedicated Practice Consultant to answer questions, offer advice, and help you maximize your EMR use by working with you to improve efficiencies and workflows.

Technical/IT

Q How much experience does the vendor have with importing different kinds of data?

A When we acquire other EMRs, we convert their data so it can be incorporated into Accuro. As the largest single-platform EMR in Canada, we have a lot of experience importing all types of data sets, which means you're in good hands. And when we undertake this process with your information, you'll be able to see and approve an initial set of data before we complete the conversion.

Q Does the vendor offer Cloud security and Multi-Factor Authentication?

A The future of AccuroEMR is in the Cloud. Our clients now have access to Cloud technology, which includes Multi-Factor Authentication for enhanced security.

Q Is my EMR data stored in Canada?

A Yes. As a Canadian company that takes your security seriously, we think it's important that all data is stored in Canada. Even in our partnered storage facilities, we ensure your data stays here.

Q Does the vendor mine or sell my patient data?

A No. The only time QHR accesses your patient data is if it's required when you call us for support. Our business is providing essential software to clinics, not selling data.

Q What kind of programming does my EMR use? And will that kind of programming lead to any associated future costs for me?

A For EMRs built on less conventional platforms, it's harder to find developers able to work on them, and exporting data is more difficult. As a result, development can be costly and those fees could be pushed to clients. Accuro is on SQL and uses Java, both of which are well-known and frequently used, and it's a scalable product that allows us to manage development costs.

Q Does the vendor have an open API to allow partnerships and new features?

A Yes. While our mission is to create products that connect you to your patients, information, and other providers, it isn't for us to tell you what your clinic needs to thrive. If other companies are creating technology that can improve your business, our open API may support that integration.



